



Groundwork Sheffield  
Safeguarding Vulnerable Adults Policy  
GWS 046

Approved by the Board of Trustees May 2015

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## 1. Introduction

Groundwork Sheffield employs and engages with people from a wide variety of backgrounds and circumstances. We engage with vulnerable individuals in the following ways;

- Work experience placements
- Volunteer projects
- Educational Visits
- Outreach Activities
- Events
- General day to day contact with the public

We recognise that any child or vulnerable person is entitled to the protection afforded by the contents of this policy regardless of their age, culture, disability, gender, racial origin, language, religious belief or sexual orientation and deserves to be comfortable and secure in their activities. Groundwork Sheffield is committed to safeguarding the welfare of all vulnerable people with whom we work, by creating a safe working environment which protects them from neglect and physical, sexual and emotional harm. We will enable this by;

- Treating individuals with dignity and respect
- Respecting individual choice
- Not forcing individuals to do anything against their will

Groundwork Sheffield expects all its employees, volunteers, clients, delivery partners and stakeholders to adhere to the requirements of this policy and ensure their continued compliance. We also want to avoid putting our employees in positions where abuse might be alleged and ensure our employees and volunteers are able to make informed and confident decisions regarding safeguarding issues if they are suspected.

Where a person, having been appropriately assessed, is deemed to lack capacity under the terms of the Mental Capacity Act 2005, any decisions which are made to protect them from abuse will be made in their best interests after discussion with senior managers and other agencies as appropriate.

## 2. Aim of this policy

The aim of this policy is to outline the safeguarding practice and procedures for paid and voluntary staff working within Groundwork Sheffield which contributes to the prevention and reporting of abuse of children and vulnerable adults. The policy will provide a clear framework for action when abuse is suspected. The policy is aimed at protecting the vulnerable adult and the worker and recognising the risks involved in lone working.

## 3. Definition of Terms

**‘Safeguarding’** - means actively seeking to involve the whole organisation in keeping service users safe and promoting their welfare. In this sense, ‘safeguarding’ is anticipatory and preventative and is everyone’s responsibility.

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**‘Protection’** is the process of protecting individuals identified as either suffering or at risk of suffering significant harm as a result of abuse or neglect. In this sense, ‘protection’ refers to the procedures that come into force when there is a particular concern or incident. Protection is a statutory responsibility.

Good safeguarding helps to reduce the need for protection, but it is vital to have rigorous and clear procedures in place in case a problem arises. If a service user suggests that they are being abused or if someone reports abuse or bad practice that could put a person’s welfare at risk, these procedures must be understood and followed by everyone involved.

**‘Vulnerable Adult’** is defined as someone over the age of 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/herself or unable to protect him/herself against significant harm or exploitation’

*Law Commission, ‘Making Decisions’ Lord Chancellors Dept 1999*

People who come under this definition include;

- People with a learning disability
- People with physical disabilities, chronic or otherwise
- People with sensory impairment
- People with mental health needs, including dementia
- People who misuse substances or alcohol
- People who are physically or mentally frail
- People in residential housing or sheltered accommodation
- People receiving domiciliary care or health care
- People detained in lawful custody

**‘Disability’** is described under the Disability Discrimination Act 1995 (DDA) as someone who has: “a physical or mental impairment which has a substantial and long-term adverse effect on his or her ability to carry out day to day activities”.

This includes people who have:

- A dependency upon others in the performance of, or a requirement for assistance in the performance of, basic physical functions
- Severe impairment in the ability to communicate with others
- Impairment in a person’s ability to protect him/herself from assault, abuse or neglect

This can include physical and sensory impairments; mental impairments, including all the variety of learning difficulties, or a mental illness; any hidden conditions such as Autism, Asperger’s Syndrome, Dyslexia, various language impairments and Attention Deficit Hyperactivity Disorder (ADHD). Having an impairment does not necessarily mean someone is disabled. However, having an impairment may make someone more vulnerable, in terms of being able to defend themselves against abuse or exploitation.

Service users outside these definitions may also be vulnerable due to low self esteem, social exclusion, offending history, homelessness, domestic abuse, ethnicity, immigration status etc. It can sometimes be hard to decide if a person is vulnerable. If in doubt, always discuss this with your line manager or Safeguarding Officer.

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**‘Abuse’** - Any act, or failure to act, which results in a significant breach of a vulnerable person’s human rights, civil liberties, bodily integrity, dignity or general wellbeing, whether intended or inadvertent; including sexual relationships or financial transactions to which a person has not or cannot validly consent, or which are deliberately exploitative.

#### 4. Policy Statement

This policy applies to all vulnerable adults with whom we work and to all trustees, staff and volunteers working for Groundwork Sheffield. Groundwork Sheffield recognises the importance of its responsibility to safeguard and promote the welfare of those who are vulnerable or at risk.

The policy for safeguarding vulnerable adults requires those associated with Groundwork Sheffield to:

- Listen to, value, encourage and support those we work with and those engaged through our activities to ensure all projects meet the requirements of our safeguarding policy
- Provide effective management for staff, students and volunteers working with vulnerable groups through supervision, support and training
- Share information about adult protection and good practice with service users, staff and volunteers
- Continuously improve our safeguarding policies, their implementation and review
- Provide clear, internal, up to date procedures for identifying and reporting concerns or allegations related to safeguarding vulnerable adults from abuse
- Develop and maintain effective links and information sharing with statutory services and relevant agencies, involving service users as appropriate
- Recruit safely adhering to consistent and appropriate recruitment processes for staff and volunteers who work with vulnerable adults, ensuring they understand the role they will play in safeguarding.
- Ensure all incidents, allegations or concerns which arise are confidential and dealt with swiftly by the Safeguarding team. Any suspicions or allegations of abuse will not be ignored
- Ensure we conform to the requirements of the Local Adults Safeguarding Procedures at all times
- Adopt a code of conduct for staff
- This Policy will be reviewed and updated every 12 months or more frequently should new information be received, or should current procedures require review.

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## 5. Safeguarding Officers

### Nominating a Safeguarding Officer

The Trust will nominate a Safeguarding and Deputy Safeguarding Officer whom will have training specific to the role. The Representatives will be people with the responsibility for making sure any safeguarding issues are responded to properly and should:

- Be checked by the DBS if eligible, otherwise complete a disclosure.
- Know about signs and symptoms of abuse
- Know about how abusers behave
- Know to deal with concerns about abuse
- Know who to contact for advice and refer a case for further investigation.

The designated Groundwork Sheffield Safeguarding Officer (SO) is: Lynnne Sheehan – 079 88616265. The designated Groundwork Sheffield Deputy Safeguarding Officer (DSO) is: Becky Mower – 078 52317430

### The duties of the Safeguarding Officer will include:

- Overseeing safeguarding issues within the trust
- Undertaking training to keep up to date on Safeguarding issues
- Acting as the first point of contact for advice and support if a safeguarding issue occurs
- Managing reporting procedures for reporting an incident
- Forming links with the Local Authority Safeguarding Board and other relevant organisations
- Training staff on safeguarding issues and ensuring they understand the policy
- Reviewing the safeguarding policy yearly or when required
- Ensuring appropriate vetting procedures are in place for the recruitment process
- Referring on safeguarding issues when necessary and informing parents/guardians of this referral
- Maintaining a confidential record book in which staff or volunteers can log details of any incidents and circumstances that have caused them concern

***It is not the role of the Designated Safeguarding Officer or Groundwork Sheffield to decide whether abuse has taken place or not. The responsibility of the Designated Safeguarding Officer is to ensure that concerns are shared and appropriate action taken.***

## 6. Relevant Legislation

Legislation which encompasses safeguarding includes;

1936 Public Health Act
1948 National Assistance Act
1861 Offences Against The Person Act
2003 Criminal Justice Act
1968 Health Service and Public Health Act
1984 The Police and Criminal Evidence Act
1970 Chronically Sick and Disabled Persons Act

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1974 Rehabilitation of Offenders Act
1974 Health and Safety at Work, etc. Act
1978 Theft Acts
1983 Mental Health Act
1986 Public Order Act
1986 Disabled Persons (Service, Consultation and Representation) Act
2005 Disability Discrimination Act
1996 The Family Law Act
1996 Employments Rights Act
1997 Protection from Harassment Act
The Police Act 1997 (Enhanced Criminal Record Certificates) (Protection of Vulnerable Adults) Regulations 2002
1998 The Human Rights Act
1998 Data Protection Act
1998 The Crime and Disorder Act
1998 Public Interest Disclosure Act
1999 Youth Justice and Criminal Evidence Act
2003 The Sexual Offences Act
2000 No Secrets
2012 Domestic Violence, Crime & Victims (amendment) Act
2005 Mental Capacity Act
2006 Safeguarding Vulnerable Groups Act
2006 The Fraud Act

This guidance reflects the principles contained within the Human Rights Act 1998, the Mental Capacity Act 2005 and Public Interest Disclosure Act 1998.

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.

## 7. Responsibilities of Groundwork Sheffield

We take a whole organisation approach to safeguarding with targeted activities and communications which take into account the needs of staff, customers, parents and carers.

Groundwork Sheffield will ensure the safeguarding policy is kept up to date and accessible at all times. It will incorporate best practice, current legislation and be available to all user groups.

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Clear procedures will be in place for the reporting and addressing of any allegations or concerns regarding to safeguarding vulnerable adults and children from abuse.

**Other responsibilities of Groundwork Sheffield's staff and volunteers include:**

- Familiarise yourself with the safeguarding policy and procedures and take appropriate action in line with this policy
- Follow the code of conduct when working with vulnerable groups
- To promote the principles and good practice to other organisations
- To declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct, possible resulting in dismissal
- Highlight any training requirements in regard to safeguarding to their line manager
- Ensure that volunteers and service users have access to an independent person and are briefed on their right to talk with an independent person about safeguarding issues. This should form part of the registration process for volunteers.

Groundwork Sheffield recognises that working with situations that involve the abuse of a vulnerable person can be very upsetting and stressful for staff. Staff may also feel their personal safety may be put at risk or they have been placed under undue stress.

Any concerns raised by staff in this respect will be dealt with in a sensitive way. All Groundwork Sheffield staff will receive confidential support from the Safeguarding Officer and their Line Manager when dealing with safeguarding incidents.

All those making a complaint or allegation or expressing concern, whether they be staff, volunteers, or members of the general public should be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared if they or others are at significant risk
- If service users, they will be given immediate protection from the risk of reprisals or intimidation
- Staff will be given support and afforded protection if necessary in line with the Public Interest Disclosure Act 1998

**Sub-contractors**

- All subcontractors are required to adhere to this policy or a comparable policy of their own, subject to Groundwork Sheffield consent. Compliance with this requirement forms part of our PQQ process.

**The Vulnerable Adult has the right:**

- To be made aware of this policy and associated policies
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To receive information about the outcome of the process

**8. Recruitment**

Groundwork Sheffield will recruit safely and consistently ensuring anyone recruited to work at Groundwork Sheffield who may come into contact with children and vulnerable adults will be subject to the following range of standard pre-employment checks;

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- Proof of identity
- Employment checks (taking up of references)
- Right to work in the UK (asylum and immigration)
- Disclosure and Barring Service (DBS) – standard and enhanced where necessary
- Independent Safeguarding Authority (ISA) if deemed necessary
- Checking for presence of POVA list (2 day turnaround)

The line manager responsible for recruitment will determine what type of DBS check is required through a risk assessment of the post and the contact they will have with vulnerable individuals and children.

The Trust recognises it has a legal duty to check (through the DBS) all staff and volunteers whose roles involve working with children and vulnerable adults as defined by the Criminal Justice and Court Services Act 2000. Under the terms of the Act, the trust is not a “regulated establishment” (i.e. one that is exclusively or mainly for children), but may have a number of staff and volunteers working in “regulated positions”. These will include:

- Education Officers
- School volunteers
- Project Officers
- Volunteers

The Trust also recognises as of November 2010, it will be an offence to employ anyone new (either in a paid or voluntary capacity) in a ‘regulated activity’ who is not registered with the ISA (Independent Safeguarding Authority). The Trust also recognises that it is a criminal offence to employ anyone listed as unsuitable to work with children (under the Protection of Children Act 1999) in positions involving the care of children.

**Groundwork Sheffield has a policy of ‘open recording’. As such, the young person should be informed of information about them that is put on the Child Protection file. The family of the young person should also be informed of information about them that is put on the file, except in circumstances where informing the family would impede the investigation, place the child at greater risk, or place the member of staff concerned at risk.**

## 9. Training and support

Groundwork Sheffield will ensure that all staff and volunteers are properly informed, supported, managed and trained in safeguarding procedures.

The Trust will ensure that all staff and volunteers are provided with an induction that includes making them aware of the organisations procedures for safeguarding and promoting the welfare of children. Staff and volunteers whose roles involve working with children and vulnerable adults in a regulated activity will receive training as appropriate to their level of contact. This will include safeguarding foundation training. In addition they will be required to undertake either refresher training or more advanced training thereafter.

## 10. Communication

Groundwork Sheffield will ensure the safeguarding policy and procedures are adequately communicated to staff, volunteers and stakeholders through the following methods;

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Methods of communication	Period
Team meetings	Monthly
Induction procedure	ongoing
Training and development procedure	Every 6 months
Website	Ongoing
PQQ given to suppliers	Ongoing

### 11. The role of staff, volunteers and trustees

All staff, volunteers and trustees working on behalf of Groundwork Sheffield have a duty to promote the welfare and safety of vulnerable adults.

Staff, volunteers and trustees 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.

The role of the line manager is to support the member of staff, trustee or volunteer involved with the incident and to ensure the correct procedures are followed.

The line manager could, if agreed with the staff member dealing with the incident, make contact with the designated Vulnerable Adult Protection Officer in the first instance.

The line manager should ensure that all staff within their team are familiar with Groundwork's vulnerable adult protection procedures and ensure that all staff undertake training, where appropriate.

### 12. 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. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it.

The main forms of abuse are:-

- **Physical** - including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- **Sexual** - 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.
- **Psychological** - 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.
- **Financial or material** - including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission**- including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services,

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the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **Discriminatory** - including racist, sexist, that based on a person's disability, age or sexuality and other forms of harassment, slurs or similar treatment.

### 13. 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.

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 using the **Initial Cause for Concern** form included as Appendix 1. 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.

### 14. Procedure for Reporting Suspected Abuse

All allegations or suspicions of abuse are to be treated seriously. No abuse is acceptable. You may be notified of abuse through a compliant form or witnessing abuse first hand.

#### What to do if you suspect abuse (Alerting procedure)

Firstly you will need to ascertain if the situation encountered falls within the definitions of abuse outlined in appendix 4 of the policy, taking into account the individual's capacity to make decisions.

It is important to be mindful that there are many different ideas and attitudes about how children should be brought up. It should not be assumed that a particular way of caring for children is harmful just because it is different to that of the dominant culture. However this does not mean that we can ignore situations where children are clearly at risk.

Next you must determine the level of risk of the situation. A number of factors can be used to determine this including;

- The perception by the individual and their vulnerability
- The extent of the abuse
- The length of time it has been going on
- The impact on the individual
- The mental capacity of the individual
- The risk of repetition or escalation involving this or other vulnerable adults
- Is a criminal offence being alleged/committed
- Was the action intentional
- Is the action outside the code of conduct of the organisational policy

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## Risk levels and procedure

### **Low risk Situation – No imminent danger of abuse**

- Ensure safety and protection of vulnerable adult
- Listen to the concerns of the individual and establish basic facts.
- Disclose that you will have to tell someone else about the abuse if it is to stop
- Preserve any evidence
- Make a note of what the child has said on a safeguarding alert form
- Report these findings to the Safeguarding Officer within one day of the incident. If your Safeguarding Officer is not available, discuss your concerns with Chief Executive
- The safeguarding Officer will decide if a referral is necessary to the Safeguarding Manager at the appropriate organisation.

*Do not act without seeking help from the Safeguarding team. Do not seek advice from parents/carers as they may be responsible for abuse.*

### **High risk situation - immediate danger of abuse (e.g. current injury, imminent danger to the child/public/staff, crime ongoing, etc), whereabouts of alleged perpetrator known**

1. Ensure safety and protection of vulnerable adult. In situations of immediate danger, this will mean contacting the emergency services. Remember to have regard to our own safety. Leave the situation if it is not safe for you
2. Preserve any evidence
3. Inform your safeguarding team as soon as possible
4. Record the incident on a safeguarding alert form within 24h of the incident
5. The safeguarding team will then approve any further actions to be taken or correspondence to be sent out.

*Remember it is not necessary or advisable for you to seek evidence at this stage that is the job of the Safeguarding Officer. By supporting the vulnerable adult and carefully logging any information given, you will lay the foundations for an effective formal investigation.*

The details captured by the safeguarding alert form include;

- Details of individual encountering abuse - name, address, age, gender, ethnic background including, language, details of any disabilities and medication
- Name and address of adults involved, if known
- Date and time of alleged incident:
- Nature of injury and behaviour
- If the vulnerable adult arrived with an injury
- Any questions that were asked
- Signature of person recording the incident
- The mental capacity of the individual
- Level of risk to this individual and others
- Whether a criminal offence has been committed
- Whether the individual is aware of and has consented to the referral/report.
- Details of alleged perpetrator

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Good practice actions for alerters;

- Record details as they were said accurately
- Do not ask leading questions e.g. suggesting names of people who perpetrated the abuse
- Do not take actions which may alert the alleged perpetrator
- Do not discuss the incident with anyone other than your manager or Safeguarding Officer

#### **a. Allegations against employee or volunteers**

If an allegation or complaint has been made against an employee, volunteer or professional working with Groundwork Sheffield they should immediately notify their line manager and Safeguarding Officer of this allegation. The Trust will assess the nature of the allegations and consider actions in line with their disciplinary procedure. The safeguarding team have an obligation to inform the Local Authority Designated Officer (LADO) and Borough Child Protection Office of the allegation. Referral of the member of staff to the Independent Safeguarding Authority by the Safeguarding Officer must be considered.

In line with Groundwork Sheffield's Disciplinary Procedure and every employee has the right to raise a grievance against allegations using the Company's Grievance Procedure.

Allegations may relate to;

- Behaviour towards his or her own children or family members
- Involvement with potentially criminal or illegal activities that have implications for children or vulnerable adults
- Conduct within or outside of the workplace giving rise to concerns about safeguarding vulnerable adults

#### **Referral procedure**

The referral procedure for Groundwork Sheffield will mirror that detailed in South Yorkshire's Adult Protection Procedures (diagram 1).

If abuse is suspected staff should record details about the incident or disclosure on a Safeguarding Alert Form within 24 hours and pass this to the Safeguarding Officer. This must be signed and dated. If a member of the safeguarding team is not available the situation must be discussed with the Chief Executive.

Notes should be made of any discussion between the staff member and Safeguarding Officer. All notes must be signed and dated by both parties and kept in a confidential location.

The Safeguarding Officer will have responsibility for gathering any evidence surrounding the claim. This may include checking staff rotas; incident reports, etc but should not involve conducting interviews or taking formal statements..

If the Safeguarding Officer feels the alert constitutes abuse when evidence is gathered they must refer the case to the Safeguarding Manager of the relevant organisation within 1 working day of an alert form being received. Contact in the first instance should be by phone

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and followed up in writing using the referral form. A copy of this form will be kept on file in a confidential location along with any evidence

**Organisations which may be contacted include;**

- Adult Social Care Services Duty Team.
- Local Authority Designated Officer (LADO)
- Borough Child Protection Officer
- Police Child Protection Team
- Local Safeguarding Children's Board (LSCB)
- Care Quality Commission (CQC)
- Public Protection Unit

The contacts for some relative organisations can be found in appendix 3

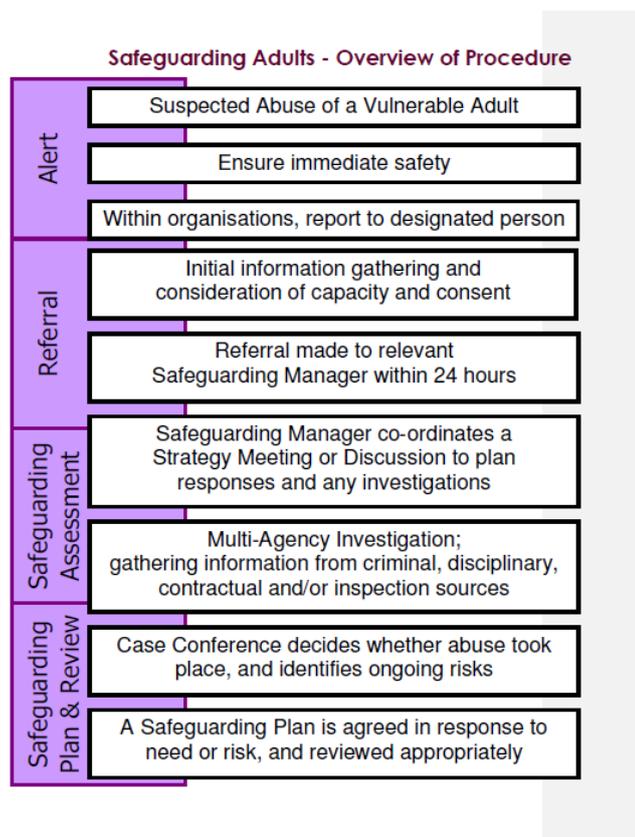
Where a vulnerable adult expresses a wish for concerns not to be pursued or a referral not to be made then this should be respected wherever possible. However, decisions about whether to respect the service user's wishes must consider;

- the level of risk to the individual and others
- their capacity to understand the decision in question
- their age
- if others are at risk

The referrer also needs to consider the following;

- any immediate action to be taken against the alleged perpetrator i.e. suspension
- The immediate safety of the victim
- Not making the alleged abuser aware of allegations as this may jepodise a criminal investigation
- Informing the Care Quality Commission and making a provisional referral to the Independent Safeguarding Authority (ISA) or POVA.
- The persons mental capacity and the ability to consent to referral

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## 15. Responding to an allegation

Any suspicion, allegation or incident of abuse must be reported via the **Initial Cause for Concern** form to the Designated Vulnerable Adult Protection Officer on the same working day where possible.

The nominated member of staff shall telephone and report the matter to the appropriate local adult social services duty social worker. 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. The telephone report must be confirmed in writing to the relevant local authority adult social services department within 24 hours.

## 16. Responding appropriately to an allegation of abuse

In the event of an incident or disclosure:

### DO

- 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
- Ensure notation of dates, time and persons present are correct and agreed

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- Take all necessary precautions to preserve forensic evidence
- Follow correct procedure
- Immediately speak to your line manager for support and guidance
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support.

#### **DON'T**

- Confront the alleged abuser
- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the Designated Vulnerable Adult Protection Officer.

#### **17. Confidentiality**

Vulnerable adult protection raises issues of confidentiality which should be clearly understood by all. Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of vulnerable adults with other professionals, particularly investigative agencies and adult social services.

Clear boundaries of confidentiality will be communicated to all.

Any issue regarding safeguarding discussed with the Safeguarding Officer or Line Manager will be confidential, with others informed on a “need to know” basis only.

Information relating to safeguarding issues will be kept secure and separate from other Trust documents in a locked cabinet. Only the Safeguarding Officer should access these files to ensure confidentiality.

Records will be kept for as long as deemed necessary under the Document Management and Retention Policy. All personal information regarding a vulnerable adult will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines.

If an adult confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.

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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.

Where a disclosure has been made, staff should let the adult know the position regarding their role and what action they will have to take as a result.

Staff should assure the adult that they will keep them informed of any action to be taken and why. The adults' involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

This policy needs to be read in conjunction with other Groundwork policies including:

- Confidentiality
- Disciplinary and Grievance
- Recruitment and Selection
- Safeguarding Children and Young People

## 18. Code of Staff Behaviour

All staff and volunteers are expected to behave within appropriate boundaries towards children and vulnerable people. Discriminatory, offensive or violent behaviour is unacceptable and will be acted upon. This includes;

- Sexual conduct
- Lending or borrowing of money or property
- Giving or receiving gifts
- Exclusive or secretive relationships
- Taking children or vulnerable people into your home
- Physical restraint (unless to prevent someone coming to harm)
- Smacking or striking a vulnerable person under any circumstances

Staff and volunteers must also ensure they **do not**;

- Have inappropriate physical or verbal contact with vulnerable adults
- Allow themselves to be drawn into inappropriate attention seeking behaviour/make suggestive or derogatory remarks or gestures in front of young people & vulnerable adults
- Jump to conclusions about others without checking facts
- Either exaggerate or trivialise child abuse issues
- Show favouritism to any individual
- Rely on your good name or that of the Company to protect you
- Take photographs of vulnerable adults without the express permission of parents/guardians on a photograph consent form.
- Spend excessive amounts of time alone with vulnerable adult
- Take vulnerable adults alone in a car on journeys, however short
- Take vulnerable adults to your home.
- Engage in rough physical games including horseplay

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- Make sexually suggestive comments, even as a joke.

Do things of a personal nature that a vulnerable adult can do for themselves, such as going to the toilet or changing clothes

**When these situations are unavoidable they should only occur with the full knowledge and written consent from a carer/ parent/guardian.**

To ensure a positive environment in which relationships are based upon mutual respect, all personnel (both paid and voluntary) should:-

- Ensure wherever possible there is more than one adult present during activities with young people and vulnerable adults
- Respect young people and vulnerable adult's right to personal privacy
- Remember that someone else might misinterpret your actions, no matter how well intentioned
- Be aware that even physical contact with a vulnerable adult or young person may be misinterpreted
- Recognise that special caution is required when discussing sensitive issues with young people or vulnerable adults
- Challenge unacceptable behaviour and report all allegations/suspicions of abuse
- Treat all young people with respect
- Always seek the parent's/carer's consent for activities where possible
- Make sure that allegations or suspicions are recorded and acted upon.

## 19. 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.

## 20. Complaints procedure

Groundwork has a complaints procedure available to all staff, volunteers and trustees.

## 21. Recruitment procedure

Groundwork 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 trustees where applicable.

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Signed:

(Chair)

Date: 8<sup>th</sup> May 2015



Signed:

(Executive Director)

Date: 8<sup>th</sup> May 2015

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## Appendix 2

# Prevention of individuals from working with children and vulnerable adults

Under the Protection of Children Act 1999, the Criminal Justice and Court Services Act 2000, and Safeguarding Vulnerable Groups Act 2006, a number of people are banned from working with children or vulnerable adults. These include:

### 1. List 99

This is administered by the Department for Education and Skills (DfES). It contains details of those whose employment in the education service is barred or restricted.

### 2. The Protection of Children Act (PoCA) list

This is managed by the DfES on behalf of the Department of Health (DH). It contains details of people banned from working with children.

### 3. The Protection of Vulnerable Adults (PoVA) list

This is managed by the DfES on behalf of the DH. It contains details of people banned from working with vulnerable adults.

### 4. The Sex Offenders' Register

This is controlled by the Home Office and maintained by the police. It contains details of those who have been convicted or cautioned for a sexual offence.

### 5. Disqualification Orders

These are controlled by the Home Office and imposed by the "senior courts" (i.e. the Crown Court, Court of Appeal, Court-martial or Courts-martial Appeal Court). Individuals convicted of one of a list of specified sexual and violent offences against a child or supplying Class A drugs to a child are liable to receive a disqualification order, which prohibits the individual from working with children.

### 6. Sexual Offences Prevention Orders (SOPOs)

These fall under the remit of the Home Office. They are imposed by the courts and maintained by the police. They require individuals convicted of certain sexual or violent offences to register with the police. They are intended to protect the public from the risks posed by sexual offenders by placing restrictions on their behaviour.

### 7. Risk of Sexual Harm Orders (RSHO)

These are controlled by the Home Office and implemented by magistrates' courts on application from the police. The RSHO is a civil preventative order made in respect of any person (aged 18 or over) who has, on at least two occasions

- engaged in sexual activity involving a child or in the presence of a child

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- caused or incited a child to watch a sexual act or to look at a moving or still image that is sexual
- given a child anything that relates to sexual activity or contains a reference to such activity
- communicated with a child, where any part of the communication is sexual

and as a result of these acts, there is a reasonable cause to believe that a RSHO is necessary to protect children, or any particular child, from sexual harm. The order includes such prohibitions as the court considers necessary. For example, the individual may be prohibited from being alone with children under the age of 16.

#### **Schedule Four Offences**

These are convictions for specific crimes: including murder, manslaughter, rape, GBH and sexual offences.

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**Appendix 3 – Organisational Contacts**

<b>Sheffield Social Services</b>			
Adult Social Care Services Access Team – 0114 2734908 Children & Families Access Team – 0114 2734855 Service Manager T: 0114 273 5819			
<b>Sheffield Adult Protection Team</b>			
T: 0114 273 6807			
<b>Local Authority Designated Officer (LADO)</b>			
<b>Sheffield</b> T: 0114 273 5819			
<b>Sheffield Adult Safeguarding Partnership (SASP) – SCC 0114 2734567</b>			
<b>South Yorkshire Police</b>			
<b>Switchboard</b> T: 0114 220 2020			
<b>Health</b>			
<b>Jessop's Hospital &amp; Royal Hallamshire Hospital</b> T: 0114 226 8000			
<b>Northern General Hospital</b> T: 0114 243 4343			
<b>Probation</b>			
<b>Main switchboard (Sheffield)</b> T: 03000 470800			
<b>Council Community Languages Team</b>			
The Council Community Languages Team will undertake interpreting (including where British Sign Language is needed), and translating. T: 0114 273 5149			
Victim Support – Tel: 0114 2758411			
Sheffield Information Link – Tel: 0114 2756699			

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Appendix 4 - TYPE OF ABUSE	SYMPTOMS
<p><b>Sexual Abuse</b></p> <p>Sexual abuse can encompass any of the following;</p> <ul style="list-style-type: none"> <li>• Full sexual intercourse, oral sex, masturbation, and fondling</li> <li>• Showing children pornographic books and videos</li> <li>• Asking children to take part in making videos or taking pornographic photographs</li> <li>• Rape, incest, acts of indecency, sexual assault</li> <li>• Sexual harassment or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.</li> <li>• Witnessing sexual acts</li> </ul>	<ul style="list-style-type: none"> <li>• Medical problems, e.g. Genital infections or bruising , pregnancy, difficulty walking or sitting, stomach pains</li> <li>• Disturbed behaviour e.g. depression, sudden withdrawal from activities, loss of previous skills, sleeplessness or nightmares, self-injury, showing fear or aggression to one particular person, inappropriately seductive behaviour, loss of appetite or difficulty in keeping food down.</li> <li>• Unexplained sources of money</li> <li>• Inappropriate drawings, language or behaviour</li> <li>• Aggressive withdrawn behaviour or fear of one person</li> <li>• Disclosure i.e. it's a secret</li> </ul>
<p><b>Physical Abuse</b></p> <ul style="list-style-type: none"> <li>• Physical abuse can encompass any of the following; Bodily assaults resulting in injuries e.g. hitting, slapping, burning, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.</li> <li>• Bodily impairment e.g. malnutrition, dehydration, failure to thrive</li> <li>• Medical/healthcare maltreatment</li> <li>• Ulcers, bed sores and being left in wet clothing</li> <li>• Drowsiness due to too much medication, or lack of medication causing recurring crises/hospital admissions</li> </ul>	<ul style="list-style-type: none"> <li>• Unexplained or untreated injuries</li> <li>• Injuries on unlikely parts of the body</li> <li>• Cigarette burns, bite or belt marks, scalds</li> <li>• Fear of parents being contacted, going home or receiving medical advice</li> <li>• Flinching when touched</li> <li>• Refusal to discuss injury</li> <li>• Covering arms and legs</li> <li>• Weight loss or rapid weight gain</li> <li>• A history of unexplained falls or minor injuries</li> <li>• Bruising in well protected areas, or clustered from repeated striking</li> <li>• Finger marks</li> <li>• Injury shape similar to an object</li> <li>• History of GP or agency hopping, or reluctance to seek help</li> <li>• Accounts which vary with time or are inconsistent with physical evidence</li> </ul>
<p><b>Neglect or acts of Omission</b></p> <p>Neglect can encompass any of the following;</p> <ul style="list-style-type: none"> <li>- Failure to meet a child's basic physical needs e.g. food, warmth and clothing</li> <li>• Constantly leaves children alone or unsupervised</li> <li>• Fails or refuses to give children love, affection or attention</li> </ul>	<ul style="list-style-type: none"> <li>• Poor personal hygiene</li> <li>• Constantly hungry</li> <li>• Inappropriate clothing or dress</li> <li>• Constantly tired</li> <li>• Lonely, no friends</li> <li>• Underweight</li> <li>• No parental support or interest</li> <li>• Dishevelled appearance</li> <li>• Physical condition poor</li> <li>• Clothing in poor condition</li> </ul>

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<ul style="list-style-type: none"> <li>• Ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services</li> </ul>	<ul style="list-style-type: none"> <li>• Untreated injuries or medical problems</li> <li>• Failure to be given prescribed medication</li> </ul>
<p><b>Psychological abuse</b></p> <p>Physiological Abuse can encompass any of the following;</p> <ul style="list-style-type: none"> <li>• Persistent lack of love or affection</li> <li>• Frequently shouting at children</li> <li>• Taunting children</li> <li>• Over protection which can lead to poor social skills</li> <li>• Threats of harm, controlling, intimidation, coercion, harassment, verbal abuse, enforced isolation or withdrawal from services or supportive networks.</li> <li>• Humiliation</li> <li>• Bullying, shouting, swearing</li> <li>• racist, sexist, or based on a person's disability, and other forms of harassment, slurs or similar treatment</li> </ul>	<ul style="list-style-type: none"> <li>• Over reaction to mistakes</li> <li>• Sudden speech disorders</li> <li>• Extremes of emotions</li> <li>• Self-mutilation</li> <li>• Isolation</li> <li>• Unkempt, unwashed, smell</li> <li>• Over meticulous</li> <li>• Inappropriately dressed</li> <li>• Withdrawn, agitated, anxious not wanting to be touched</li> <li>• Change in appetite</li> <li>• Insomnia, or need for excessive sleep</li> <li>• Tearfulness</li> <li>• Unexplained paranoia, or excessive fears</li> <li>• Low self esteem</li> <li>• Confusion</li> <li>• Lack of respect shown to an individual</li> <li>• Signs of substandard service offered to an individual</li> <li>• Exclusion from rights afforded to others, such as health, education, criminal justice</li> </ul>
<p><b>Financial abuse</b></p> <p>Financial Abuse can encompass any of the following;</p> <ul style="list-style-type: none"> <li>• Theft, fraud,</li> <li>• Exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.</li> </ul>	<ul style="list-style-type: none"> <li>• Unexplained or sudden inability to pay bills</li> <li>• Unexplained or sudden withdrawal of money from accounts</li> <li>• Disparity between assets and satisfactory living conditions</li> <li>• Extraordinary interest by family members and other people in the vulnerable person's assets</li> </ul>
<p><b>Discriminatory abuse</b></p> <p>Discriminatory Abuse can encompass any of the following;</p> <ul style="list-style-type: none"> <li>• Prejudice</li> <li>• Sexism</li> <li>• Racism</li> <li>• Harassment</li> <li>• Slurs</li> </ul>	<ul style="list-style-type: none"> <li>• Hate mail</li> <li>• Physical abuse</li> <li>• Criminal damage to property</li> </ul>

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<p><b>Institutional abuse</b></p> <p>Where the rituals and routines of an institution force residents or service users to sacrifice their own needs, wishes or preferred lifestyle to the needs of the institution or service provider Institutions may include care homes, hospitals, foster homes or sheltered housing schemes.</p>	<ul style="list-style-type: none"> <li>• Enforced schedule of activities</li> <li>• Limiting of personal freedom</li> <li>• Control of personal finances</li> <li>• Lack of adequate clothing</li> <li>• Low quality diet</li> <li>• Overcrowding</li> <li>• Poor housing conditions</li> <li>•</li> </ul>
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