

Social Material CIC
Vulnerable Adults Policy and Procedures

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1. Introduction

Social Material CIC (Social Material) is an artist-led organisation dedicated to social change through the arts. Social Material offers members of our local and regional communities opportunities to develop skills and build social and cultural capital through and in the arts and related activities.

This policy and procedures are aimed at: all staff, volunteers, Management Committee members, contractors, stakeholders, visitors and partners of Social Material.

Throughout the policy we use the term 'staff' to refer to any and all full time, part time, contracted, freelance or sessional staff and volunteers employed or engaged directly by Social Material.

This Policy and Procedures specifically covers Safeguarding for vulnerable adults. Child and young person safeguarding is covered fully in our **Children and Young People Safeguarding Policy and Procedure**.

2. Commitment

Social Material is committed to ensuring that vulnerable adults stay safe from harm. Social Material is dedicated to providing a safe and secure environment for all participants and service users and expects all staff, volunteers and stakeholders to demonstrate a commitment to safeguarding.

Social Material believes that the welfare of vulnerable adults is of a great importance. Social Material will establish and maintain an ethos where participants and other service users feel secure, are encouraged to communicate, are listened to and are safe. Participants or other service users will be able to talk freely to any staff member if they are worried or concerned about something.

This policy provides guidance to ensure all staff, volunteers and service users understand and comply with Social Material's duty to safeguard and promote the welfare of vulnerable adults. Social Material will actively use training, publications and other communications to communicate the importance of safeguarding.

Social Material recognises that staff play a particularly important role as they are in a position to identify concerns early and provide help for vulnerable adults to prevent concerns from escalating. All staff, visitors and students, who come into contact with vulnerable adults have a role to play in safeguarding. In order to fulfil this responsibility, all professionals will take a person-centred approach and should, at all times consider the best interest of the vulnerable person.

All staff, through training and induction, will know how to recognise indicators of concern, how to respond to a disclosure from an individual and how to record and report this information. We will not make promises to any vulnerable adult and we will not keep secrets. Every participant will know what the staff member will have to do with any information they have chosen to disclose.

At all times we will work in partnership and endeavour to establish effective working relationships with carers and colleagues from other agencies in line with all relevant legislation / policy, particularly including:

It is the responsibility of every member of staff, volunteer and regular visitor to our organisation to ensure that they carry out the requirements of this policy and, at all times, work in a way that will

safeguard and promote the welfare of all of the participants and visitors to our organisation. This includes the responsibility to provide a safe environment in which individuals can learn and achieve. All staff, volunteers, Management Committee members, contractors and visitors must follow this policy and seek guidance where required from the Director or named Safeguarding Officer (as outlined in this policy) and report on any safeguarding concerns.

Social Material will review the implementation of this Policy and Procedures annually. All those who work in partnership with Social Material including freelancers, contractors, suppliers, placement providers and others are expected to support the commitment and procedures within this policy.

1. Safeguarding Principles

This policy and procedure aims to provide a coordinated approach to the management of any reported instances or suspicion of abuse against vulnerable adults while in the care of Social Material.

Adult safeguarding responsibilities fall within the six safeguarding principles:

1. Empowerment - People being supported and encouraged to make their own decisions and informed consent.
2. Prevention - It is better to take action before harm occurs.
3. Proportionality - The least intrusive response appropriate to the risk presented.
4. Protection - Support and representation for those in greatest need.
5. Partnership - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
6. Accountability - Accountability and transparency in safeguarding practice.

All actions taken should fit within these principles.

4. What is a safeguarding adults concern?

A safeguarding adults concern is any worry about an adult who has or appears to have care and support needs, and may be subject to, or is at risk of abuse and neglect, and unable to protect themselves.

Abuse may be:

- A single act or repeated act
- An act of neglect or a failure to act

A detailed description of the kinds of abuse faced by adults can be found in section 6. *What Do We Mean by Abuse?*

5. Purpose

The main aim of this policy is:

- To ensure that all staff working within Social Material know and understand their responsibilities in working together to safeguard vulnerable adults.
- To ensure that all staff are able to identify both a vulnerable adult and situations where actual or potential harm or abuse to vulnerable adults may occur.

- To ensure that all staff know how to respond to such concerns and know where to seek appropriate advice or support.
- To ensure that all staff know how to raise an alert regarding a concern in relation to a vulnerable adult.

All decisions and actions are taken in line with the Mental Capacity Act (2005) and the Care Act (2014).

In addition Social Material will adhere to guiding principles laid down in: the London Multi-Agency SA Policy & Procedures; “No Secrets” DoH 2000, the Disability and Discrimination Act 2005; the Care Act (2014); and the Care and Support Guidance (2015).

This policy and procedure is intended for use by all Social Material staff, volunteers, visitors, freelancers, contractors, Management Committee members and any individual connected with Social Material who has contact with vulnerable adults.

6. Definitions

The following definitions apply in the policy and procedure

Term	Definition
Vulnerable adult	An adult aged 18 years or over is a person “who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of themselves or unable to protect themselves against significant harm or exploitation” (No Secrets DH 2000).
Safeguarding	Protecting an adult’s right to live in safety, free from abuse and neglect (Care Act, statutory guidance chapter 14)
Abuse	Abuse is defined as: ‘a violation of an individual’s human and civil rights by any other person or persons’ Abuse may be physical, psychological, sexual, neglect or acts of omission. It may involve people taking money without permission, or not looking after someone properly. It may include poor care practices, bullying or humiliating, or not allowing contact with friends and family. Abuse often involves criminal acts. Abuse can be a single act or may continue over a long period. It can be unintentional or deliberate, but will result in harm to the victim, either physically, emotionally or in its effect on the person’s wellbeing or development. (see Section 7)
Indicators of Abuse	The abuse, unnecessary harm or distress can be physical, sexual, psychological, and financial or as the result of neglect. It may be intentional or unintentional and can be a single act, temporary or occur over a period of time. (see Section 7)
Carers	The carer/s may be family members, NHS staff and paid carers and may be adults at risk themselves.
Safeguarding Concern	A sign of suspected abuse or neglect that is reported to the local authority or identified by the local authority
Safeguarding Enquiry	The action taken or instigated by the local authority in response to a concern that abuse or neglect may be taking place

7. What do we mean by abuse?

7.1 Types of Abuse

Abuse is a violation of a person's human rights or dignity by someone else.

The Care Act statutory guidance identifies different types of abuse of an adult at risk as follows:

Physical abuse

Including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence

Including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Sexual abuse

Including 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.

Psychological abuse

Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Neglect and acts of omission

Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

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.

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, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery

Encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse

Including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse

Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation. Any of these forms of abuse can be either deliberate or be the result of ignorance, or lack of training, knowledge or understanding. Often if a person is being abused in one way they are also being abused in other ways.

7.2 Who could be an abuser?

The person who is responsible for the abuse is often well known to the person abused and could be:

- relatives and family members
- professional staff and paid care workers
- volunteers
- other service users
- neighbours
- friends and associates, and
- strangers

7.3 What are the signs?

Some of the signs to look for are:

- multiple bruising or finger marks
- injuries the person cannot give a good reason for
- deterioration of health for no apparent reason
- loss of weight
- inappropriate or inadequate clothing
- withdrawal or mood changes
- a carer who is unwilling to allow access to the person
- an individual who is unwilling to be alone with a particular carer
- unexplained shortage of money

8. Documenting and Reporting Suspected Abuse:

This section outlines the actions to be taken if abuse of vulnerable adults is suspected or disclosed

8.1 Raising a concern

A concern should be raised with the local authority if a person

a) Has care and support needs

and

b) Is experiencing, or is at risk of, abuse or neglect

and

c) As a result of their care and support needs is unable to protect themselves against the (risk of) abuse or neglect

Staff need to establish:

- Current level of risk and what immediate steps are needed to ensure safety.
- The individual's wishes and views about the safeguarding issue including their views regarding sharing information with other agencies i.e. the local authority or the police.
- Wherever possible safeguarding concerns should be raised with the consent of the patient.
- Whether the patient has mental capacity to make decisions regarding their own protection and to understand the safeguarding process.
- In the event that people lack the capacity to provide consent, action should be taken in line with the Mental Capacity Act 2005. Please refer to the MCA guidance.

8.2. Reporting Procedure

In an emergency, all staff / volunteers should call 999.

If the situation is not an emergency and an individual discloses information about abuse, potential abuse, or other relevant safeguarding concerns to a Social Material member of staff or volunteer, the member of staff or volunteer must report directly to the Safeguarding Officer as soon as possible, and within 48 hours at least.

The Safeguarding Officer must ensure that concerns of abuse or neglect of vulnerable adults are reported to the Safeguarding Adults Team, using the Safeguarding Reporting Form:

Safeguarding Adults

Hackney Service Centre, 1 Hillman Street, E8 1DY

020 8356 5782

020 8356 2300 (out of hours)

adultprotection@hackney.gov.uk

(please see Appendix ii for Hackney Council: what happens after contact).

8.3 Good practice

Do:

Make sure that the adult at risk is safe;

- Let the adult at risk know that you may have to tell other people what has happened;
- Ensure that the vulnerable adult is in a position to make informed choices about what happens next
- If you are a member of staff, tell your manager;
- Make sure the police are contacted if a crime may have been committed;
- Make sure the allegation is passed on to the Safeguarding Adults Team.

Don't:

- Confront the person you suspect of causing harm;
- Promise the adult at risk that everything will be kept secret;
- Start investigating yourself.

8.4 Person-Centred Approach

In all safeguarding situations all Social Material staff and volunteers are expected to follow a person-centred approach:

Choice- all vulnerable adults will have the opportunity to select independently from a range of options based on clear and accurate information. The member of staff involved or the Protection Officer must take the time to discuss with the vulnerable adult:

- The safeguarding process
- The choices they will need to make within the process and the options available to them, alongside any statutory and legal obligations Social Material may have regarding the situation (i.e. reporting criminal activity)
- These options will include one or more of the following, depending on the situation: referral to the local authority; involvement of the police; contact with a charity or third-party agency that may be able to support their needs

Risk- risk will be discussed with all vulnerable adults in relevant safeguarding situations, in order to empower them to make informed decisions.

8.5 Dignity and Respect

- All safeguarding procedures must start with a conversation with the adult, to ensure that they are aware of the process and can make clear choices about next steps.
- Where conflict of interest is identified as an issue between service users and carers Social Material stresses the rights of service users to self-determination.

- Conversations regarding safeguarding with vulnerable adults should ideally take place in private and at their own pace.
- Medical examinations must only be undertaken by medical professionals.
- Vulnerable adults should be made aware that they can make a complaint and be informed of Social Material's Complaints and Grievances Policy.
- Photographs of vulnerable adults must be taken with their consent and only shared with external services with their express consent.
- In the event that people lack the capacity to provide consent, action should be taken in line with the Mental Capacity Act 2005. Please refer to the MCA guidance.
- Where possible informed consent is sought from a person when information is going to be shared about them. Consent may not be sought or is overridden where there is sufficient public interest: public interest justifications usually relate to disclosures to prevent significant harm to third parties or to prevent or to prosecute a serious crime.
- Where relevant Social Material will work with nominated advocates as advised by the local authority (under the s68 of the Care Act).
- Non-emergency referrals to the police should be discussed with service users.

8.6 Confidentiality

Information sharing will be carried out in accordance with the Data Protection Act 1998 and the Caldicott Review 2013, ensuring:

- That there is a clear and legitimate purpose for the sharing of information.
- Information will only be shared on a 'need to know' basis when it is in the best interests of the adult.
- Confidentiality will not be confused with secrecy.
- That personal and sensitive information is anonymised where possible and appropriate to avoid a person being identified.
- Where possible informed consent is sought from a person when information is going to be shared about them (Consent may not be sought or is overridden where there is sufficient public interest).
- That agencies do not give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations when others may be at risk.
- Best interest decisions are made when a person lacks the capacity to consent to information being shared.
- Specialist advice is sought from managers, legal advisors or guardians if there is uncertainty about the sharing of information.
- Information is shared appropriately and securely.
- Records are made when information is shared or requested.

8.7 Disclosures and Managing Difficult Conversations:

When speaking with vulnerable adults about safeguarding concerns and issues, the TED guidelines within Achieving Best Evidence (ABE) should be followed:

T: TELL

–

Tell me what you mean?
Tell me what happened?

E: EXPLAIN

–

Explain what you mean...
Explain how that made you
feel...

D: DESCRIBE

–

Describe what you mean...
Describe how you felt...

Describe what happened
next..

TED is a part of Achieving Best Evidence (ABE) practice which when having difficult conversations with people i.e. disclosures, reduced the opportunities for the disclosure or conversation to be viewed as the person of being led.

Examples of leading questions might include; *“What did (s)he do to you?”* whereas by using the TED model it would be better to phrase the question as; *“Tell me what happened?”*, *“Explain what you mean by that.”* or *“Describe what happened.”*

Source and further guidance: www.cps.gov.uk/publications/docs/best_evidence_in_criminal_proceedings.pdf

8.8 Overriding the wishes of the adult at risk

In the majority of cases staff will follow the wishes of the patient regarding the sharing of information with others. However, where there is a potential risk to other adults at risk or to children and young people, the wishes of the individual may be overridden. Where the sharing of information to prevent harm is necessary consent can also be overridden.

8.9 Deprivation of Liberty Standards

DoLS relate to people who lack mental capacity who need to be placed and detained in care homes or hospitals for their treatment or care and to protect them from harm.

A care home or hospital that has a duty of care to the individual involved is responsible to ensure that the proposed deprivation of liberty is lawful. It must make a DoLS application if there is any uncertainty. The hospital or care home is known as the ‘managing authority’.

The local authority is the ‘supervisory body’ to whom such an application is made, and who will decide on the DoLS status.

In all cases of contact with individuals who are subject to DoLS. the managing authority is the first point of contact for consent and all other communication relating to their wellbeing and safeguarding.

For further information consult the following factsheet:

http://www.ageuk.org.uk/Documents/EN-GB/Factsheets/FS62_Deprivation_of_Liberty_Safeguards_fcs.pdf?dtrk=true

8.10 Allegations and/ or concerns about a staff member or volunteer

A staff member or volunteer must be referred to the Local Authority in the following circumstances:

- The adult working with a child or young person has harmed a child or young person
- The adult working with children or young person may harm a child or young person in a way that indicates they are unsuitable to work with children and young people.

Where there is an allegation against a senior member of staff, reports should go directly to the designated officers at the local authority (see section **8.2 Reporting Procedure**).

Where a staff member feels unable to raise an issue with Social Material or feels that their genuine concerns are not being addressed, please see section **11. Whistleblowing Policy**.

8.11 Recording information

Details of the alleged abuse should be recorded using the Safeguarding Adults Referral form.

All information recorded should include:

- Factual information, for example times, dates and names of people
- Whether information was gathered face to face, by telephone, in person or via a third party
- Rough notes, letters, emails or other documents that might be supporting evidence must also be retained.

All referrals must be recorded in writing within 48 hours and sent to the local safeguarding team for the area in which the vulnerable adult resides. Named protection officers should record all actions and outcomes and will do so until the case is closed by the local authority.

All documents relating to the recording and referral of safeguarding issues should be kept confidential and should be stored in a secure, lockable cabinet and / or on a password-access hard drive in the Social Material office. Only the named Safeguarding Officer should have access to these files.

9. Roles and Responsibilities:

9.1 Management Committee

The Management Committee has overall responsibility for ensuring the implementation of effective Safeguarding Vulnerable Adults Policy and Procedures.

9.2 Designated Safeguarding Officer

Protection:

- Refer cases of alleged or suspected abuse to the relevant investigating authorities
- Keep all documentation of reporting and referrals in a secure location
- Liaise with case manager/ designated officer at the local authority for safeguarding concerns
- Act as a source of support, advice and expertise within Social Material when deciding whether to make a referral though liaison with appropriate agencies
- Refer cases to the Channel programme where there is a radicalisation concern as required
- Support staff who make referrals to the Channel programme
- Refer cases where a person is dismissed or left due to risk/ harm to a vulnerable adult to the DBS
- Refer cases where a crime may have been committed to the police
- Liaise with the Management Committee to inform of any issues and on-going investigations and ensure there is always a Management Committee member who is able to cover this role.

Raising Awareness:

- Ensure safeguarding and vulnerable adult protection is an agenda item at all appropriate meetings
- Ensure all staff, volunteers, partners and stakeholders are aware of Social Material's

Safeguarding Vulnerable Adults Policy and Procedures and they are consulted about safety at Social Material

- Ensure there is communication with those who work in partnership with Social Material including contractors, suppliers, placement providers and others so they follow our Guidelines for Partners and Contractors and can support Social Material's safeguarding policy approach
- Ensure the policy is reviewed annually.

The Safeguarding Officer is responsible for overseeing induction and training of all staff, volunteers and new Management Committee Members. They must:

- Ensure that all Social Material staff and volunteers have access to and have a solid understanding of Social Material's Safeguarding Policy and Procedures
- Ensure all Social Material staff and volunteers have an induction which includes safeguarding, and how to report concerns
- Obtain access to resources and attend relevant or refresher training courses for staff and volunteers as appropriate

9.3 All Staff

- All staff and volunteers are required to work safely with vulnerable adults.
- Staff and volunteers are expected to respond to concerns expressed by a child, young person or vulnerable adult.
- All Social Material full or part-time staff and regular freelancers are required to complete on-line Safeguarding training supplemented by an annual refresher.

9.4 Guidelines for Partners and Contractors

All partners and contractors who are working directly with vulnerable adults as part of our work must:

- State when their staff last undertook safeguarding training and when they last updated their Safeguarding Policies
- Sign an agreement that states they will actively comply with our safeguarding policies and procedures
- Share their Safeguarding Policies with us, which must be comprehensive and up-to-date

10. Recruitment and Training:

10.1 Recruitment

Social Material CIC recognises that anyone may have the potential to abuse a vulnerable adult in some way. All responsible steps are taken to ensure unsuitable people are prevented from working with these individuals or groups:

- Consent is obtained from staff and volunteers to seek information from the DBS.
- For new staff and volunteers two confidential references, including one regarding previous work with vulnerable adults (where such work has been undertaken) must be given to Social Material who will follow up on these through email or telephone conversation.
- Evidence of identity is required from all staff and volunteers (passport, ID card or driving licence).
- All new staff and volunteers will have a safeguarding briefing from Social Material Safeguarding Officer.
- All staff and volunteers will have the job requirements and responsibilities clarified and contract signed.

10.2 Training:

- All staff should receive safeguarding training and an explanation of the Safeguarding Vulnerable Adults Policy on their induction. They must expressly confirm their understanding of the policy and procedures.
- Senior staff members, Safeguarding Officer and Management Committee Lead should receive additional training
- Annual appraisals include safeguarding as an agenda point for the Safeguarding Officer and any Senior staff members

10.3 Challenging Behaviour

- All staff and volunteers working with vulnerable adults must be provided with guidance and training around challenging behavior, as explained in the Social Material Induction Pack.
- Social Material guidance around challenging behaviour includes working with mental illness, disability, learning difficulties and addictions.
- Social Material guidance includes responding to and managing any incidents using de-escalation processes. See Staff and Volunteer Induction Pack for further details.

11. Whistle-blowing Policy

11.1 What Is Whistleblowing? - Whistleblowing encourages and enables employees to raise serious concerns within Social Material rather than overlooking a problem or 'blowing the whistle' outside.

Employees are often the first to realise that there is something seriously wrong within the organisation. However, they may not express their concerns as they feel that speaking up would be disloyal to their colleagues or to the organisation.

11.2 Social Material's Commitments - The organisation is committed to the highest possible standards of openness, probity and accountability. In line with that commitment we expect employees, and others that we deal with, who have serious concerns about any aspect of the organisation's work to come forward and voice those concerns.

11.3 Who Does The Policy Apply To? - The policy applies to all employees and volunteers, (including those designated as casual hours, temporary, agency, authorised volunteers or work experience), and those contractors working for the organisation on the premises. It also covers suppliers and those providing services under a contract with the organisation.

11.4 Policy Aims:

- Provide avenues for you to raise concerns in confidence and receive feedback on any action taken.
- Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.
- Assure you that you will be protected from possible reprisals or victimisation if you have a reasonable belief that you have made a disclosure in good faith.

11.5 What Type Of Concerns Are Covered?

- conduct which is an offence or a breach of law.
- disclosure related to miscarriages of justice.
- health and safety risks, including risks to the public as well as other employees.
- damage to the environment.
- the unauthorised use of public funds.
- possible fraud and corruption.
- sexual or physical abuse of clients.
- other unethical conduct.

NB. Other procedures are available to employee e.g. the Complaints and Grievance Policy which relates to complaints about your own employment. This policy also does not replace other complaints procedures which are for public use.

11.6 Safeguards- Social Material recognises that the decision to report a concern can be a difficult one to make. If what you are saying is true, you should have nothing to fear because you will be doing your duty to your employer and those for whom you provide a service. The organisation will not tolerate any harassment of victimisation and will take appropriate action to protect you when you raise a concern in good faith.

11.7 Confidentiality - All concerns will be treated in confidence and every effort will be made not to reveal your identity if you so wish. At the appropriate time, however, you may need to come forward as a witness. This policy encourages you however to put your name to your concern whenever possible. Please note that you:

- must disclose the information in good faith.
- must believe it to be substantially true.
- must not act maliciously or make false allegations.
- must not seek any personal gain.

11.8 How To Raise Your Concern - As a first step, you should normally raise concerns either verbally or in writing with your immediate supervisor/manager. This may depend, however, on the seriousness and sensitivity of the issue involved and who is suspected of the malpractice. For example, if you believe that management is involved you should approach a more senior level of management, for example the Management Committee.

For independent advice please call:

Public Concern At Work

Website: www.pcaw.co.uk

Helpline: 020 7404 6609

Email: whistle@pcaw.co.uk

12. Code of Behaviour and Guidelines

12.1 Code of Behaviour

Behaviour that Social Material encourages

- To treat all vulnerable adults with respect and value them as individuals.
- To ensure that vulnerable adults are listened to and involved in decision-making processes if appropriate.
- To respect a vulnerable adult's right to personal privacy.
- To provide an example of good conduct that you wish others to follow.
- To ensure that whenever possible there is more than one adult present during activities which involve vulnerable adults.
- To be aware that even physical contact with a vulnerable adult may be misinterpreted.
- To recognize that special caution is required in moments when you are discussing sensitive issues with vulnerable adults.
- To challenge unacceptable behaviour and report all allegations or suspicions of abuse.

Behaviour that Social Material CIC will not accept

- A staff member/volunteer should never abuse, neglect or harm or place at risk of harm vulnerable adults whether by omission or intention.
- To engage vulnerable adults in sexually provocative or rough physical games, including horse-play.
- To allow or engage in inappropriate touching of any form.
- To use any kind of physical punishment.
- To allow vulnerable adults to use inappropriate language unchallenged.

- To make sexually suggestive comments in front of, about, or to a vulnerable adult, even in fun.
- To make racist, sexist or homophobic remarks.
- To do things of a personal nature for vulnerable adults, that they can do for themselves.
- To let allegations that a vulnerable adult makes be ignored or go unrecorded.

12.2 Guidelines Relating to Working with Vulnerable Adults:

Lone Working

Staff/volunteers should not:

- Spend excessive amounts of time alone with vulnerable adults away from others;
- Take a vulnerable adult to his/her own home;
- Take vulnerable adult alone on car journey
- Gossip about personal details of vulnerable adults and their families; or
- Make/accept loans or gifts of money from vulnerable adults.

Diversity

Staff and volunteers should:

- Be open to and aware of diversity in the beliefs and practices of vulnerable adults and their families;
- Be aware of the difficulties posed by language barriers and other communication difficulties;
- Not discriminate against vulnerable adults and their families who have different cultural backgrounds and beliefs from their own;
- Use the procedures outlined in this Guidance to report any discrimination against vulnerable adults and their families by other staff members/volunteers.

Physical Intervention and Restraint

Staff and volunteers should:

- Seek to defuse a situation, thereby avoiding the need to use any form of restraint;
- Only use restraint where it is absolutely necessary to protect the vulnerable adult or others from harm;
- Ensure that any restraint used is proportionate to the risk of harm;
- Only use forms of restraint for which they have received training and which follow current best practice;
- Record and report any use of restraint.

Handing Money

Staff and volunteers should:

- Never deny a vulnerable adult access to his/her money;
- Never gain in any way when using the vulnerable adult's money on his/her behalf or guiding the vulnerable adult in the use of his/her own money;
- Never borrow money from, or lend money to a vulnerable adult;
- Report any suspicions of financial abuse.

Photography, Social Networking and the Internet

Staff and volunteers should:

- Not photograph/video a vulnerable adult, even by mobile phone, without their valid;
- Ensure that any photographs/videos taken of a vulnerable adult are appropriate;
- Report any inappropriate use of images of a vulnerable adult;
- Report any inappropriate or dangerous behaviour on the internet that involves a vulnerable adult.

Breaching the Code

Staff members and volunteers should understand that:

- **If they are unsure of their actions and feel they may have breached the Code and Guidelines as explained here, they should consult with their Line Manager;**
- **Breaching the Code is a serious issue that will be investigated;**
- **Breaching the Code may result in disciplinary action and ultimately dismissal and if it**

constitutes harm/risk of harm, referral to the police, ISA and regulatory bodies, as appropriate.

All Social Material staff will remain focused on the safeguarding of vulnerable adults. In doing so external visitors must:

- Give the highest priority to their safety and welfare
- Recognise, identify and report signs of abuse, neglect and other safeguarding concerns relating to vulnerable adults
- Report disclosures of abuse
- Respond appropriately to allegations of abuse
- Understand and implement safe practice in carrying out their duties
- Sign in and out of the premises
- Only access parts of the site required and where necessary with a Social Material staff member.

13. Health & Safety

Social Material CIC creates a safe and secure environment for all vulnerable adults that are under its supervision at all times. The measures outlined below will help to ensure this.

- Risk assessments must be carried out for all workshops and activities, to include assessments of environmental risks
- Risks regarding safeguarding and personal safety must be discussed with participants and carers / guardians prior to activities taking place
- Groups for workshops, classes and activities will not exceed 26 participants unless specific requirements have been put in place and permission sought from the Management Committee
- An appropriate number of legally responsible adults are present and additional risk assessments must be carried out for any lone working
- Equipment must meet safety standards
- Constant expert supervision when using potentially dangerous equipment
- Risk assessments will be carried out before starting a project and during its course
- A first-aid box which meets current standards is always at hand
- All adults responsible for the safety of children, young people and vulnerable adults at Social Material CIC are informed about fire procedures and escape routes

Please see Social Material's full Health and Safety Policy for further guidance.

14. Trips and Visits to External Organisations

Social Material understands that the protection of vulnerable adults extends to all of our work, including trips outside of our normal workshop spaces. During the planning for, and implementation of these trips the following will apply:

- Groups for trips will not exceed 26 participants unless specific requirements have been put in place and permission sought from the Management Committee
- An appropriate number of legally responsible adults are present
- Risk Assessments will be carried out before starting a project

Appendix i: References

DOH (2000). No secrets: guidance on developing and implementing multi-agency policies and procedures to protect adults at risk from abuse http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4008486

Department of Health. (2006). Tackling the Health and Mental Health Effects of Domestic and Sexual Violence and Abuse. London: Department of Health. Available at: www.dh.gov.uk

Department of Health. (2005). Responding to Domestic Abuse: A Handbook for Health Professionals. London: Department of Health.

Department of Health. (2004). The Government's Response to the Recommendations and Conclusions of the Health Select Committee's Inquiry into Elder Abuse. Available at: www.dh.gov.uk
Guidance for completing the Safeguarding Adults Collection (SAC) 2015-16, HSCIE, available at http://www.hscic.gov.uk/media/16704/SAC-Guidance/pdf/SAC_guidance_1516_v1.0.pdf

Social Care Act 2014. Available at:

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted/data.htm>

Mental Capacity Act 2005

Social Material Health and Safety Policy

Social Material HR Procedures

Social Material Whistleblowing Policy

Social Material Complaints and Grievances Policy

Social Material Children and Young People Protection Policy

Appendix ii: Hackney Council Adult Safeguarding: What happens after your contact?

You will be told which social care or health team will be looking into your concerns. The social care or health care staff will find out as much as possible about what has happened and will contact you. A manager in the relevant health and social care team will decide whether investigation and protection are needed under London's adult safeguarding procedures. The manager will also decide whether the adult at risk is entitled to an advocate to support them through the safeguarding process.

Hackney is committed to making safeguarding personal. This is a local government initiative to put the person at the centre of the safeguarding process.

- we will listen carefully to the adult at risk and help them identify what will make them feel safer
- we will try to reach agreement with the adult at risk about what needs to happen and be open and transparent about any disagreements
- we will make sure that the adult at risk is involved as much as possible in making decisions about protective measures