



A path to recovery.

PROTECTION AND SAFEGUARDING OF VULNERABLE ADULTS POLICY

Thriving Survivors (TS) is a third sector organisation located in Glasgow providing extensive support for people impacted by trauma, regardless of who they are, or what their circumstance may be. This includes the provision of emotional, practical, and physical support for a range of people in contact with our organisation. Thriving Survivors actively promotes the voice of lived and living experience and recruits a range of people with differing experiences and backgrounds. This has supported consistent developments within Thriving Survivors core service provision and helpline which offers responsive, and person-centred supports for those affected by sexual violence, gender-based violence and all forms of trauma and adversity.

1. INTRODUCTION

1.1 This policy will enable Thriving Survivors to demonstrate its commitment to keeping safe adults at risk with whom it works alongside. Thriving Survivors acknowledges its duty of care to act appropriately to any allegations, reports or suspicions of abuse. It is important to have policy and procedures in place so that the Board of Directors, Chief Executive, staff, volunteers and service users can work to prevent abuse, promote safeguarding and know what to do should a concern arise.

1.2 The policy and procedures have been drawn up in order to enable Thriving Survivors to:

1-2.1 Promote good practice and work in a way that can prevent harm and abuse occurring;

1.2-2 Ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported; and

1.2-3 Stop abuse occurring.

1.3 The policy and procedures relate to the safeguarding of adults at risk. Adults at risk are defined as individuals aged over 18 who:

1.3.1 Have needs for care and support (whether or not the local authority is meeting any of those needs) and;

1.3.2 Is experiencing, or at risk of, abuse or neglect; and

1.3.3 As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

2 SCOPE

2.1 The policy applies to all staff, volunteers, service users and anyone working on behalf of Thriving Survivors.

2.2 It is acknowledged the importance placed on Thriving Survivors to have an active safeguarding adult's policy, a set of procedures to follow and a set of preventative measures in place.

3. THE ORGANISATION'S COMMITMENT

3.1 In order to implement the policy and procedure, Thriving Survivors will work to:

3.1.1 Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;

3.1.2 Promote the wellbeing of the adult(s) at risk in safeguarding adult's arrangements;

3.1-3 Safeguard adults in a way that supports them in making choices and having control about how they want to live;

3-1.4 Promote an approach that concentrates on improving life for the adults concerned;

3.1.5 Raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect;

3-1.6 Provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult

3.2 Thriving Survivors will:

3.2.1 Ensure that all staff, volunteers and service users are familiar with this policy and associated procedures;

3-2.2 Work with other agencies as appropriate and required where a safeguarding concern has been identified

3.2.3 Inform service users that where a person is in danger, a child is at risk or a crime has been committed then a decision may be taken to pass information to another agency without the service user's consent;

3.2.4 Make a safeguarding adult's referral to Social Work as appropriate;

3.2.5 Endeavour to keep up to date with national developments relating to preventing abuse and welfare of adults;

3.2-6 Will ensure that management understands their responsibility to refer incidents of adult abuse to the relevant line manager who will contact statutory agencies as required (Police/Local Authority).

3.3 The Designated Adult Safeguarding Manager for Thriving Survivors is Tony Livingstone, Head of Operations. The Head of Operations should be contacted for any support and advice on implementing this policy and associated procedures.

3.4 This policy and associated procedures are available from Ashley Scotland upon request. ashleyscotland@thrivingsurvivors.co.uk

THRIVING SURVIVORS SAFEGUARDING ADULTS' PROCEDURE

1. INTRODUCTION

Thriving Survivors provides a variety of different services and activities to individuals, and groups. In relation to adult protection the organisation currently delivers both one to one support and group setting activities. These procedures have been designed to ensure the wellbeing and protection of any adult who accesses services provided by Thriving Survivors. The procedures recognise that adult abuse can be a difficult subject for workers and volunteers to deal with.

Thriving Survivors is committed to the belief that the protection of adults at risk from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all staff, volunteers and service users act appropriately in response to any concern of adult abuse.

2. PREVENTING ABUSE

Thriving Survivors is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved with the organisation will be treated with respect.

Therefore, this policy needs to be read in conjunction with the following policies:

1. Equality and Diversity
2. Whistle Blowing
3. Disciplinary and Grievance
4. Data Protection
5. Recruitment and Selection

Thriving Survivors is committed to safer recruitment policies and practices for paid staff and volunteers. This may include Disclosure and Barring Service (DBS) checks for staff and volunteers, ensuring references are taken up and provision of adequate training on safeguarding adults.

The organisation will work within the current legal framework for referring staff or volunteers to the DBS who have harmed or pose a risk to vulnerable adults and/or children.

Information about safeguarding adults and the complaints policy will be available to service users.

3. RECOGNISING THE SIGNS AND SYMPTOMS OF ABUSE

3.1 THE ORGANISATION

Thriving Survivors is committed to ensuring that all staff and volunteers undertake training to gain a basic awareness of the signs and symptoms of abuse.

Thriving Survivors will ensure that the Designated Adult Safeguarding Manager and other members of relevant staff or volunteers have access to appropriate training around safeguarding adults.

Thriving Survivors will not be limited in their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of an individual case will always be considered.

3.2 ABUSE INCLUDES:

3.2-1 DISCRIMINATORY

Including forms of harassment, bullying, slurs, isolation, neglect, denial of access to services or similar treatment; because of race, gender and gender identity, age, disability, religion, cultural identity and nationality or because someone is lesbian, gay, bisexual or transgender. This includes racism, sexism, ageism, homophobia or any other form of hate incident or crime.

3.2.2 DOMESTIC ABUSE OR VIOLENCE

Including an incident or a pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse, by someone who is, or has been, an intimate partner or family member regardless of gender or sexual orientation. This includes psychological/emotional, physical, sexual, financial abuse; so called 'honour' based violence, forced marriage or Female Genital Mutilation (FGM).

3.2.3 FINANCIAL OR MATERIAL

Including theft, fraud, internet scamming, exploitation, 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.

3.2.4 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.

3-2.5 NEGLECT AND ACTS OF OMISSION

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

3.2.6 ORGANISATIONAL (sometimes referred to as institutional)

Including neglect and poor care practice within an institution or specific care setting such as a hospital, care home or residential support facility, for example, or in relation to care provided in a person'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.

3-2.7 PHYSICAL

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

3-2.8 PSYCHOLOGICAL (sometimes referred to as emotional)

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

3.2.9 SEXUAL

Including rape, indecent exposure, sexual assault, sexual acts, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts to which the adult has not consented or was pressured into consenting. It also includes sexual exploitation which is exploitative situations, contexts and relationships where the person receives "something" (e.g. food, accommodation, drugs, alcohol, mobile phones, cigarettes, gifts, money) or perceived friendship/relationship as a result of them performing, and/or another or others performing sexual acts.

3.2.10 SELF-NEGLECT

Includes a person neglecting to care for their personal hygiene, health or surroundings; or an inability to provide essential food, clothing, shelter or medical care necessary to maintain their physical and mental health, emotional wellbeing and general safety. It includes behaviour such as hoarding.

3.3 ABUSE

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, care workers, support staff, mentors, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

3.4 DESIGNATED NAMED PERSON FOR SAFEGUARDING ADULTS

Thriving Survivors has an appointed individual who is responsible for leading safeguarding in the organisation. The Designated Adult Safeguarding Manager within Thriving Survivors is Ashley Scotland, Chief Executive Officer.

The roles and responsibilities of the named person(s) are to:

3.4.1 Ensure that all staff and volunteers are aware of what they should do and who they should go to if they have concerns that an adult at risk may be experiencing, or has experienced abuse or neglect;

3.4.2 Ensure that concerns are acted on, clearly recorded and referred where necessary;

3.4.3 Follow up any safeguarding adult's referrals and ensure the issues have been addressed;

3.4.4 Manage and have oversight over individual complex cases involving allegations against an employee, volunteer, or student, paid or unpaid;

3.4.5 Consider any recommendations from the safeguarding adult's process;

3.4.6 Reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest;

3-4.7 Ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision;

3.4.8 Ensure staff and volunteers are given support and afforded protection, if necessary, under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.

4. RESPONDING TO PEOPLE WHO HAVE EXPERIENCED OR ARE EXPERIENCING ABUSE

4.1 Thriving Survivors recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

4.2 HOW TO RESPOND IF YOU RECEIVE AN ALLEGATION:

4.2.1 Reassure the person concerned.

4.2.2 Listen to what they are saying.

4.2.3 Record what you have been told/witnessed as soon as possible.

4.2.4 Remain calm and do not show shock or disbelief.

4.2.5 Tell them that the information will be treated seriously.

4.2.6 Do not start to investigate or ask detailed or probing questions.

4.2.7 Do not promise to keep it a secret.

4.3 IF YOU WITNESS ABUSE, OR ABUSE HAS JUST TAKEN PLACE, THE PRIORITIES WILL BE:

4.3.1 To call an ambulance if required.

4.3.2 To call the Police if a crime has been committed.

4.3.3 To preserve evidence,

4.3.4 To keep yourself and others safe.

4.3.5 To inform your line manager

4.3.6 To record what happened in writing as soon as possible.

All situations of abuse or alleged abuse will be discussed with their line manager and the Chief Executive Officer.

5. MANAGING AN ALLEGATION MADE AGAINST A MEMBER OF STAFF OR VOLUNTEER

5.1 Thriving Survivors will ensure that any allegations made against volunteers or member of staff will be dealt with swiftly.

5.2 Where a member of staff/volunteer is thought to have committed a criminal offence the Police will be informed. If a crime has been witnessed the Police should be contacted immediately.

5.3 The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

5.4 The Chief Executive Officer will liaise with any relevant agencies to discuss the best course of action and to ensure that the organizational disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

5.5 Thriving Survivors has a whistle blowing policy and staff and volunteers are aware of this policy. Both staff and volunteers will be supported to use this policy if required.

6. RECORDING AND MANAGING CONFIDENTIAL INFORMATION

6.1 Thriving Survivors is committed to maintaining confidentiality wherever possible and information around safeguarding adult's issues should be shared only with those who need to know.

6.2 All allegations/concerns should be recorded in writing. The information should be factual and not based on opinions, record what the person tells you, what you have seen and witnesses if appropriate.

6.3 The information that is recorded will be kept secure and will comply with data protection.

6.4 This information will be secured in a locked filing cabinet within the organisation as well as electronically. Access to this information will be restricted to the appropriate line manager, Chief Executive Officer and the Chairperson if required.

7. DISSEMINATING/REVIEWING POLICY AND PROCEDURES

This Safeguarding Adults Policy and Procedure will be clearly communicated to staff, volunteers and service users and will be available electronically by request to Ashley Scotland, Chief Executive Officer.