



URBAN PARTNERSHIP GROUP

SAFEGUARDING VULNERABLE ADULTS' POLICY & PROCEDURES

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1. KEY CONTACTS

UPG Designated Safeguarding Officer	Ushma Bal 020 7605 0800 ushma@upg.org.uk
UPG Vulnerable Adults Safeguarding Lead	Rosemarie Hayden 0207 605 0800 rosemarie@upg.org.uk
Hammersmith and Fulham Consultation and Advice Team	<ul style="list-style-type: none">• 020 8753 4198 - Option 3• 020 8748 8588 (out of hours) Or email the Safeguarding Hub at safeguardingadults@lbhf.gov.uk
DBS Queries	Kiran Rehal 0300 105 3081
Age UK Advice Line	0800 678 1602
Learning Disability Helpline (MENCAP)	0808 808 1111

2. AIMS OF THE POLICY

This document sets out Urban Partnership Group’s (UPG) position in relation to safeguarding the protection of **Vulnerable Adults**. The term vulnerable adults refers to people of 18 and over “who are or may be in need of community care services by reason of mental or other disability, age or illness or lack of opportunity; and who is or maybe unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”.

Adult protection concerns the violation of an individual’s human and civil rights by another person or persons.

Urban Partnership Group recognises the contribution it has to make in safeguarding and protecting vulnerable adults. It strives, through its Vulnerable Adults Safeguarding Policy and Procedures, to ensure that vulnerable adults receive their entitlement to safeguards that:

- Prevents abuse from occurring and/or continuing where possible.
- Identifies abuse promptly.
- Ensures the abuse ceases and the perpetrator is dealt with wherever possible.

- Undertakes to notify Local Authorities/Police and other appropriate agencies when an abuse situation is identified.

It will do so by carrying out its statutory duties, and by thoroughly investigating reported concerns about the conduct of all its employees, volunteers, and subcontractors. In carrying out its legal duties Urban Partnership Group is committed to working with local safeguarding or adult safeguarding boards and other health and social care partnerships.

Urban Partnership Group wants to work with the community to ensure the safety and protection of vulnerable adults. The principles below will be followed by all staff:

- All vulnerable adults have a right to be kept safe and protected from abuse
- Abuse occurs in all cultures, religions and social classes.
- Staff must be sensitive to the cultural and social background.
- Vulnerable adults must have the opportunity to express their views and be heard
- The responsibility to initiate agreed procedures rests with the Designated Safeguarding Officer in consultation with the individual staff members who identifies their concern and their line manager.
- Information in the context of a Vulnerable Adult safeguarding concern must be treated as CONFIDENTIAL and only shared with those who need to know.
- All staff should have access to regular and appropriate training.
- Managers must allow for staff sufficient time to carry out their duties in relation to Safeguarding.

UPG will:

- Take Safeguarding seriously and will follow the appropriate procedures for identifying and reporting abuse and for dealing with allegations against staff.
- Raise awareness of all staff of the importance of Safeguarding, and in particular to make clear responsibilities for identifying and reporting actual or suspected abuse.
- Ensure vulnerable adults and their families are aware of UPG's commitment to Safeguarding in order to support them in ways which will foster security, confidence and independence.
- Promote effective liaison with other agencies in order to work together for the protection and welfare of all vulnerable adults.

3. TYPES OF ABUSE (DEFINITIONS)

- **Physical:** including assault, hitting, slapping, pushing, misuse of medication, restraint, or inappropriate physical sanctions.
- **Sexual:** including rape, indecent exposure, sexual harassment, inappropriate looking/touching, sexual teasing/innuendo, sexual photography, subjection to

- pornography or witnessing sexual acts, indecent exposure/sexual assault, or sexual acts to which the adult has not consented/was pressured into consenting.
- **Psychological:** 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.
 - **Financial/Material:** including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs/arrangements, including in connection with wills, property, inheritance/financial transactions, or the misuse/misappropriation of property, possessions or benefits.
 - **Neglect:** 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:** including neglecting to care for one's personal hygiene, health or surroundings, and behaviour such as hoarding.
 - **Domestic:** including psychological, physical, sexual, financial, emotional abuse; so-called 'honour' based violence by intimate partner or family member regardless of gender or sexuality.
 - **Modern Slavery:** including slavery, human trafficking, forced labour and domestic servitude.
 - **Organisational:** including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one's own home.
 - **Discriminatory:** including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

As a member of staff you are not responsible for diagnosing abuse. However, all staff involved in the provision of the service has a responsibility to be aware and alert to signs that all is not well with a vulnerable adult.

4. RESPONSIBILITIES OF TRUSTEES

- Challenge the management team as required to ensure the implementation and effectiveness of the safeguarding policy.
- Undertake Trustee Safeguarding training within the last 3 years ('NSPCC Charity Trustees: your duties to safeguard and protect' or equivalent).
- Review and update the Safeguarding policy annually with the Management Team.
- Ensure that a summary of all active Safeguarding concerns are a standing item at the Board of Trustees' quarterly meetings.

5. RESPONSIBILITES OF ALL MANAGERS AND TRUSTEES

- To ensure all staff are familiar with UPG and the Borough's procedures and guidelines for identifying and reporting abuse, including allegations of abuse against staff.
- To ensure all staff receive training in the above, including staff who are temporary or start mid-year through the boroughs LSCB training calendar.
- Ensure all third-party organisation who work with UPG are provided with the Safeguarding Vulnerable Adults Safeguarding policy and know their obligations in regard to it.
- Ensure, where relevant, UPG requests and obtains copy of current enhanced DBS certificate (within 3 years) from 3rd party organisations, freelancers and other service providers.
- A summary of any safeguarding concerns to be reported to the Board of Trustees at quarterly meeting.
- To be responsible for co-ordinating action and liaising with staff and support services over Safeguarding issues.
- To ensure UPG supports the LBHF Safeguarding Adults team with any investigations and provide representations and/or reports as required.
- To follow as appropriate recommendations made by LBHF Safeguarding Adults team.
- To be aware of new legislation, guidance, policy and procedures in the area of Safeguarding vulnerable adults
- To support and advise staff on Safeguarding issues through supervision and team meetings.
- To disseminate relevant information between agencies to the appropriate staff.
- To maintain accurate and secure Safeguarding records.
- Review and update the Safeguarding policy annually.

6. RESPONSIBILITIES OF ALL STAFF AND VOLUNTEERS

- Provide a safe and caring environment for vulnerable adults.
- Be aware of relevant local procedures and guidelines.
- Attend the Safeguarding Everyone or Safeguarding Adults Level 1 or 3 Safeguarding training, or suitable equivalent and be able to identify signs and symptoms of abuse.
- Identify and report suspected abuse, seek advice and support from their line manager, who will then share the information with the relevant Designated Safeguarding Officer.
- Respond appropriately to disclosures from vulnerable adults (stay calm, reassure without making unrealistic promises, listen, avoid leading questions, avoid being judgemental and keep records).
- Keep clear, dated, factual and confidential records of Safeguarding concerns.

7. APPOINTMENT OF STAFF

When appointing staff including volunteers, UPG will observe the following safeguards:

- Documentation sent out to potential candidates will make it clear that Safeguarding is a high priority for UPG and that rigorous checks will be made of any candidate before appointments are confirmed.
- All references will be taken up and verified by telephoning referees.
- A reference will always be obtained from the last employer.
- Interview panel will consist of at least one staff member who has completed LSCB Safer Recruitment Training in the last 3 years.
- At interview candidates will be asked to account for any gaps in their career/employment history.
- Evidence of relevant checks will be recorded and stored in a single, central location, easily accessible when appropriate and necessary in line with General Data Protection Regulations (GDPR).
- Applicants for posts within the setting are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 2020.
- Candidates are informed of the need to carry out 'enhanced disclosure' checks with the Disclosure & Barring Service (DBS) before posts can be confirmed.
- Where applications are rejected because of information that has been disclosed, applicants have the right to know and to challenge incorrect information.
- UPG will conduct Enhanced DBS checks for staff and volunteers, to ensure that no disqualified person or unsuitable person works at the setting or has access to a vulnerable adult.
- Enhanced DBS checks, in line with the Service Level Agreement (SLA) with Hammersmith and Fulham Council are renewed every 3 years.
- Staff who change roles within the organisation will be required to complete a new DBS check.
- Volunteers do not work unsupervised unless adequate checks and training has taken place (e.g Elders Befriending Service, Helpforce Champions Service).
- UPG abide by the Safeguarding Vulnerable Groups Act 2006 in respect of any person who is dismissed from our employment or resigns in circumstances that would otherwise have led to dismissal for reasons of Safeguarding concern.

8. STAFF TRAINING AND SUPPORT

- All staff working directly with vulnerable adults are required to complete Level 3 Safeguarding training. All other staff are required to complete Level 1 training as a minimum. Training must be reviewed/refreshed every 3 years.

- All managers responsible for the recruitment of staff into vulnerable adult's services are required to undergo Safer Recruitment training every 3 years.
- Line managers to ensure all staff, including support and ancillary staff, are made aware of UPG's Vulnerable Adults Safeguarding Policy, procedures and guidelines when they join UPG, and subsequent updates.
- Staff will seek out necessary and relevant training opportunities with the support of their line manager.
- Ensure all staff know the procedures for reporting and recording their concerns in the setting.
- The manager is also expected to ensure that all staff receive regular support in respect of Safeguarding work and know which senior member of staff to refer to for advice.

9. ALLEGATIONS AGAINST STAFF

- UPG staff are vulnerable to accusations of abuse. We further recognise that, regrettably, in some cases such accusations may be true. We, therefore, expect all staff to follow the agreed procedures for dealing with allegations against staff. This will initially mean a discussion with the line manager/ designated Safeguarding officer/CEO.
- UPG to ensure our complaints policy is available to all service users.
- UPG to follow the guidance of the LBHF Adult Safeguarding Team when responding to any complaint that a member of staff, or volunteer within the setting, or anyone working on the premises occupied by the setting, has abused a vulnerable adult.
- UPG will respond to all allegations of abuse by other service users, staff, students or volunteers.
- We have a robust and tested procedure for dealing with all allegations and all are recorded with the details of any such alleged incident.
- We refer any such complaint immediately to the local authority's Adult **Safeguarding Team** to assess and/or to investigate. Contact details are **020 8753 4198 - Option 3 or 020 8748 8588 (out of hours) or email: safeguardingadults@lbhf.gov.uk**
- We co-operate entirely with any investigation carried out by the LBHF Safeguarding Adults team in conjunction with the police.
- Where the Chair of Trustees, management and the LBHF Safeguarding Team, agree it is appropriate in the circumstances, the chairperson will suspend the member of staff on full pay, or the volunteer, for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place but is to protect the staff as well as the vulnerable person and their families throughout the process.

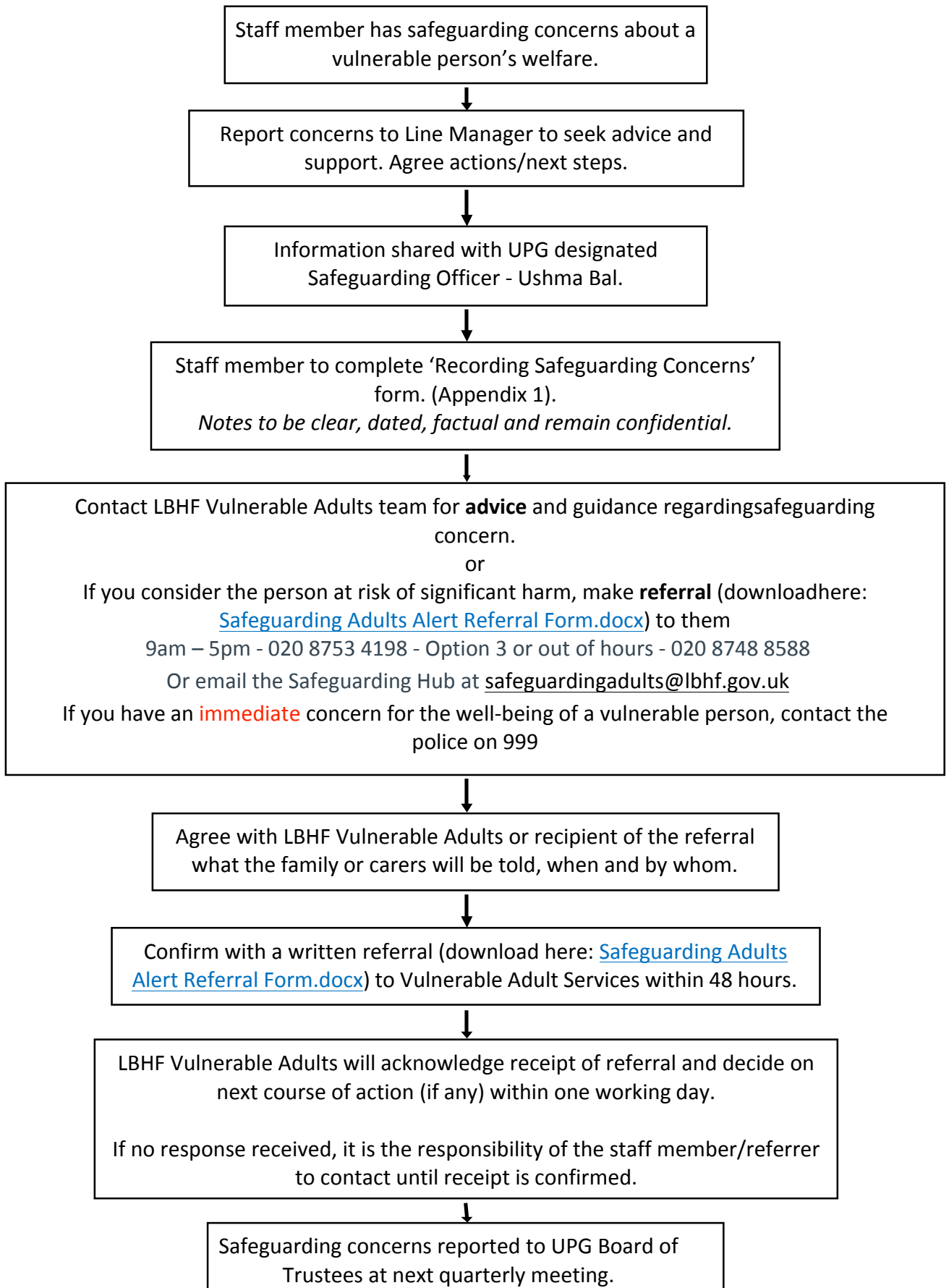
10. DISCIPLINARY ACTION

Where a member of staff or a volunteer is dismissed from the setting because of misconduct relating to a vulnerable person, we notify the Disclosure and Barring Service so that the name may be included on the Protection of Children and Vulnerable Adults Barred List.

11. VULNERBLE ADULTS WITH ADDITIONAL NEEDS

- UPG recognises those with additional needs may be especially vulnerable to abuse and expect staff to take extra care to interpret correctly apparent signs of abuse or neglect.
- UPG will seek advice, as needed, to develop a support plan, to ensure clear guidance for staff in relation to their responsibilities when working with an adult person with additional needs.

12. RAISING A SAFEGUARDING CONCERN



Other points to consider:

- Staff will take care not to influence the outcome either through the way we speak to vulnerable adults or by asking leading questions.
- Where an adult makes comments to a member of staff that gives cause for concern (disclosure) or observes signs or signals that gives cause for concern. Staff will listen, offer reassurance and give assurance that she or he will take action.
- Compile a written record that forms an objective record of the observation or disclosure that includes - the date and time of the observation or the disclosure, the exact words spoken by the adult as far as possible, the name of the person to whom the concern was reported, with date and time and the names of any other person present at the time.
- Ensure records are signed and dated and kept securely in line with GDPR.

13. INFORMING THE FAMILY OR CARERS

Family or carers are normally the first point of contact. If a suspicion of abuse is recorded, family or carers are informed at the same time as the report is made, except where the guidance of the Adult Safeguarding Team does not allow this. This will usually be in the case where the family member/carer is the likely abuser.

14. CONFIDENTIALITY

All suspicions and investigations are kept confidential and shared only with those who need to know. If there are concerns within a setting it is important that the Line Manager is made aware of them. However, vulnerable adults may work with a number of different staff in a setting and they should also be made aware that there are concerns about an aspect of well-being of the adult in question. Any information shared with external agencies is done under the guidance of the LBHF Adult Safeguarding Team.

15. RECORD KEEPING AND REPORTS

- Where possible staff are expected to record concerns immediately or within 48 hours and report it to their line manager.
- We expect all staff to maintain high quality signed and dated Safeguarding records, which separate fact, allegation, hearsay and opinion and which clearly indicate decisions and action taken. These records may in some cases be required in court proceedings. (Appendix 2 – Guidelines on Good Recording)
- We further expect staff to assist the LBHF Adult Safeguarding Team by providing information for case conferences as required.

16. COMMUNICATING POLICY TO VULNERABLE ADULTS, AND THEIR FAMILIES

- UPG will inform vulnerable adults and their families/carers of the UPG's Safeguarding Policy.
- Vulnerable adults and their families/carers should know how the UPG's Safeguarding system works and with whom they can discuss any concerns. They should also be made aware of local or national telephone help lines.
- Families and carers should be made aware that if they have any concerns in regard to the vulnerable adult, they can raise a formal complaint.
- A copy of this Safeguarding policy is available at www.upg.org.uk

17. SUPPORT TO FAMILIES

- UPG believes in building trusting and supportive relationships with vulnerable adults, their families and carers, and our staff and volunteers.
- UPG is clear with vulnerable adults, their families and carers, of our role and responsibilities in relation to Safeguarding.
- UPG will continue to welcome the vulnerable adults, whilst investigations are being made in relation to any alleged abuse.
- UPG will follow the guidance of the LBHF Safeguarding Adults Team through any investigation process.
- Any confidential records kept on a vulnerable adult are kept in accordance with the UPG's Data Protection Policy.
- Records will have agreed action points and will be reviewed on a regular basis to check all actions have been completed.

18. MONITORING AND EVALUATING EFFECTIVENESS OF UPG'S POLICY

The UPG management committee require the manager to report to them annually on the effectiveness of the Safeguarding policy and on associated issues over the preceding year.

19. SAFEGUARDING IN RELATION TO OTHER POLICIES

This Vulnerable Adults Safeguarding policy should be read in conjunction with other relevant policies, including Whistleblowing, Complaints, Code of Conduct and Equality policies.

20. LINKS TO FURTHER GUIDANCE AND RELEVANT LEGAL FRAMEWORKS

- Find out about Office of the Public Guardian's policy on protecting adults at risk of abuse or neglect. [Safeguarding policy: protecting vulnerable adults - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/safeguarding-policy-protecting-vulnerable-adults)
- Pocket Guide on Safeguarding Adults [adult safeguarding pocket guide NHS](#)
- MENCAP Advice and support on safeguarding adults
<https://www.mencap.org.uk/advice-and-support/safeguarding/safeguarding-adults>
- Support on reporting Elder Abuse (0800 0699 784)
www.thenationalcareline.org/AccessingHelp/ActionOnElderAbuse
- Link to Tri Borough Training Hub [Training and resources | lscp \(rbkc.gov.uk\)](#)