

Hampstead Community Centre

Adult Services

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www.hampsteadcommunitycentre.co.uk
Reg. Charity 282089
Hampstead Community Action Ltd
Company Reg. No. 1270770

Agreed:	Nov 2016
Reviewed:	May 2018

Safeguarding Vulnerable Adults Policy

Hampstead Community Centre (HCC) makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.

HCC comes into contact with vulnerable adults through the following activities: The delivery of services including Over 60s activity groups, Playcentre 4-12s (parents/carers, inter-generational project), under 5's groups, support groups, counselling and general contact.

The types of contact with vulnerable adults will be through the direct provision of services: employed or unpaid staff and trustees and indirectly through ancillary roles: premises manager, administrator and volunteers.

This policy seeks to ensure that HCC undertakes its responsibilities with regard to protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.

Safeguarding Leads

HCC Board of Trustees

Designated Senior Manager
Richard Weaver: CEO

Deputy DSM
Dan Brooks: Premises Manager

Over 60s activities organiser: Alaine Francis

Administrator and Christmas day organiser: Emma Brooks

Playcentre manager: Dittany Bak Olesen

Access and Response Team (Camden Council Adult Social Care Directorate)
London Borough of Camden

7th Floor, 5 Pancras Square c/o Judd Street London WC1H 9JE
www.camden.gov.uk/adultsocialcare

020 7974 4000 (Access and Support Team), out of hours phone: 020 7974 4444

Camden Police Community Safety Unit
10 Lambs Conduit Street London WC1N 3NR
020 8733 6443, 020 8733 6550, 020 8733 5946, 020 8733 5665, 020 8733 5565

The principal pieces of legislation governing this policy are:

Care Act 2014

London Multi-Agency Adult Safeguarding Policy and Procedures

1. Definitions

Safeguarding is about embedding practices throughout the organisation to ensure the protection of vulnerable adults wherever possible and responding to circumstances that arise.

Abuse can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture.

It can take a number of forms, including the following:

- Physical abuse
- Domestic violence and Domestic abuse
- Sexual abuse
- Psychological abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational abuse
- Neglect and acts of omission
- Self-neglect

Definition of Vulnerable Adults

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or abuse.

This **may** include a person who:

- Is elderly and frail
- Has a mental illness including dementia
- Has a physical or sensory disability
- Has a learning disability
- Has a severe physical illness
- Is a substance misuser
- Is homeless

2. Responsibilities

All staff (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures.

We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.

Additional specific responsibilities

Trustees have responsibility to ensure:

- The policy is in place and appropriate
- Liaison with and monitoring the Designated Senior Manager's work
- Sufficient resources (time and money) are allocated to ensure that the policy can be effectively implemented

The Designated Senior Manager's responsibilities are:

- The policy is accessible
- The policy is implemented
- The policy is monitored and reviewed
- Promoting the welfare of vulnerable adults
- Ensure staff (paid and unpaid) have access to appropriate training/information
- Receive staff concerns about safeguarding and respond to all seriously, swiftly and appropriately
- Keep up to date with local arrangements for safeguarding and CRB
- Develop and maintain effective links with relevant agencies
- Take forward concerns about responses

The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within the organisation.

These include: Whistleblowing, Grievance and disciplinary procedures, Health and Safety policy, Equal Opportunities and valuing diversity policy, Staff induction and training.

Safe recruitment

HCC ensures safe recruitment through the following processes:

- Providing the following safeguarding statement in recruitment adverts or application details –‘recruitment is done in line with safe recruitment practices.’
- Job or role descriptions for all roles involving contact with vulnerable adults will contain reference to safeguarding responsibilities.
- There are person specifications for roles which contain a statement on core competency with regard to vulnerable adult protection/ safeguarding
- Shortlisting is based on formal application processes/forms and not on provision of CVs
- Interviews are conducted according to equal opportunity principles and interview questions are based on the relevant job description and person specification
- DBS checks will be conducted for specific roles for all staff (paid or unpaid) working with vulnerable adults. Portable/ carry over DBS checks from another employer will not be deemed to be sufficient. It is a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts.
- No formal job offers are made until after checks for suitability are completed (including DBS and 2 references).

Disclosure and Barring Service and Recruitment

The organisation helps employers make safer recruitment decisions and prevents unsuitable people from working vulnerable groups.

In order to avoid DBS gaps, HCC has a 3 year rolling programme of re-checking DBS's for holders of all identified posts.

In addition to checks on recruitment for roles involving contact with children/ vulnerable adults, existing staff (paid or unpaid) who transfer from a role which does not require a DBS check to one which involves contact with children / vulnerable adults will be subject to a DBS check.

Service delivery contracting and sub-contracting

There will be systematic checking of safeguarding arrangements of partner organisations

Safeguarding will be a fixed agenda item on any partnership reporting meetings.

Contracts and memorandums of agreement for partnership delivery work will include clear minimum requirements, arrangements for safeguarding and non compliance procedures’.

3. Communications training and support for staff

HCC commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding

Induction will include:

- Discussion of the Safeguarding Policy (and confirmation of understanding)
- Discussion of other relevant policies
- Ensure familiarity with reporting processes, the roles of line manager and Designated Senior Manager (and who acts in their absence)
- Initial training on safeguarding including: safe working practices, safe recruitment, understanding of the alerter guide for adult safeguarding
- Assessment of new members of staff's competence in applying safe practices during probation

Training

All staff that, through their role, is in contact with vulnerable adults will have access to safeguarding training at an appropriate level.

Communications and discussion of safeguarding issues

Commitment to the following communication methods ensure effective communication of safeguarding issues and practice:

- Team meetings
- SMT meetings
- Board meetings
- One to one meetings (formal or informal)
- Participation in multi-agency safeguarding procedures and meetings in order to be involved in adult protection procedures
- Participation in joint visits
- Provision of a clear and effective reporting procedure which encourages reporting of concerns.
- Encouraging open discussion (e.g. during supervision and team meetings) to identify and barriers to reporting so that they can be addressed.
- Inclusion of safeguarding as a discussion prompt during supervision meetings/ appraisals to encourage reflection
- Staff policies and procedures refresher sessions

Support

We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:

- Debriefing support for paid and unpaid staff so that they can reflect on the issues they have dealt with.
- Seeking further support as appropriate inc. access to counselling.
- Staff who has initiated protection concerns will be contacted by line manager /DSM immediately

4. Professional boundaries

Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.

HCC expects staff to protect the professional integrity of themselves and the organisation.

The following professional boundaries must be adhered to:

- **Giving and receiving gifts from adults:** HCC does not allow paid or unpaid staff to give gifts to or receive gifts from adults. However gifts may be provided by the organisation as part of a planned activity.
- **Staff contact with user groups.** Personal relationships between a member of staff (paid or unpaid) and a vulnerable adult who is being provided with support is prohibited. This includes relationships through social networking sites.
- It is prohibited to enter into a personal relationship with an adult who has been provided with a service over the past 12 months.

Staff are prohibited from:

- Use of abusive language
- Inappropriate behaviour / language
- Use of punishment or chastisement
- Passing on service users' personal contact details
- Providing personal contact details
- Taking family members to a client's home
- Selling to or buying items from a service user
- Accepting responsibility for any valuables on behalf of a client

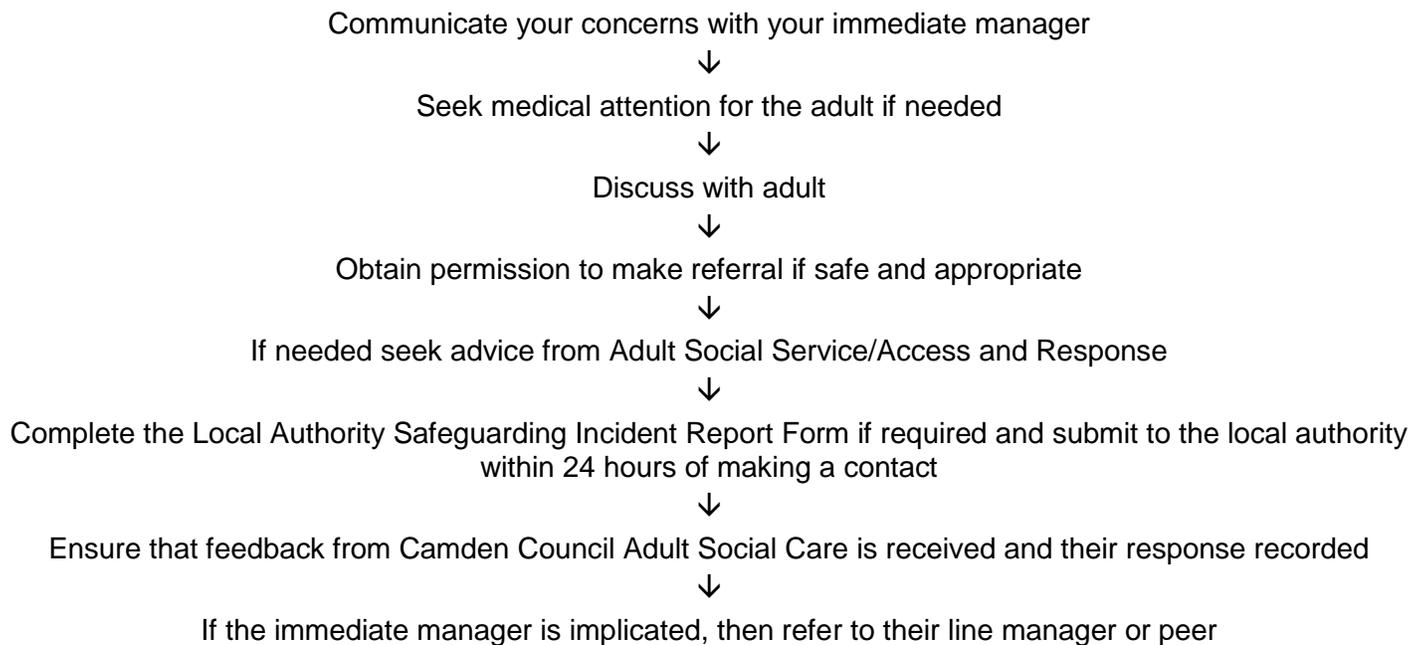
- Accepting money as a gift/ Borrowing money from or lending money to service users
- Personal relationships with a third party related to or known to service users
- Accepting gifts/ rewards or hospitality from organisation as an inducement for either doing/ not doing something in their official capacity
- Personal contact with clients

The following policies also contain guidance on staff (paid or unpaid) conduct: Whistleblowing, Grievance and disciplinary procedures, Health and Safety policy, Equal Opportunities and valuing diversity policy, e-policy.

If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures

5. Reporting

The process outlined below details the stages involved in raising and reporting safeguarding concerns at HCC



6. Allegations Management

HCC recognises its duty to report concerns or allegations against its staff (paid or unpaid) within the organisation or by a professional from another organisation.

The process for raising and dealing with allegations is as follows:

- 1) Any member of staff (paid or unpaid) from HCC is required to report any concerns in the first instance to their line manager. A written record of the concern must be completed by the individual /line manager/ safeguarding manager and reported to the HCC board of trustees
- 2) Contact local authority for advice. In Camden Council this can be done via contacting the Access and Response team 0207 974 4000
- 3) Third step – follow the advice provided

HCC recognises its legal duty to report any concerns about unsafe practice by any of its paid or unpaid staff to the Independent Safeguarding Authority (ISA), according to the ISA referral guidance document <http://www.isa.gov.org.uk/PDF/ISA%20Referral%20Guidance%20%20V2009-02.pdf>

7. Monitoring

The organisation will monitor the following Safeguarding aspects:

- Safe recruitment practices
- DBS checks undertaken
- References applied for new staff
- Records made and kept of supervision sessions
- Training – register/ record of staff training on vulnerable adult protection
- Monitoring whether concerns are being reported and actioned
- Checking that policies are up to date and relevant
- Reviewing the current reporting procedure in place
- Designated senior manager responsible for Safeguarding is in post

8. Data Protection and Sharing information

Information will be gathered, recorded and stored in accordance with the following policies: Data Protection Policy, Confidentiality Policy and electronic communication policy.

All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. However, information will be shared on a need to know basis only, as judged by the Designated Senior Manager.

All staff must be aware that they cannot promise service users or their families/ carers that they will keep secrets.

9. Conflict resolution and complaints

Conflicts in respect of safety of vulnerable adults will be taken forward by Designated Senior Manager).

10. Communicating and reviewing the policy

HCC will make clients aware of the Safeguarding Policy through the following means: displayed on notice board in hall and on website: hampsteadcommunitycentre.co.uk

This policy will be reviewed by the trustees annually, and when there are changes in legislation.