



Safeguarding of Vulnerable Adults Policy

The Haven + London (The Haven) is focused on supporting the emotional, spiritual and mental wellbeing of the creative community in London. We provide; ongoing pastoral care, professional counselling, networking opportunities, personal and professional skills development workshops and training opportunities, for anyone in need, who works in the arts and creative industries.

Policy Information

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1. Policy statement

- The welfare of the vulnerable adult is paramount.
- All adults, whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, have the right to protection from abuse.
- All suspicions and allegations of abuse will be taken seriously and responded to quickly and appropriately.
- All staff/volunteers working for The Haven + London have a responsibility to report concerns to the designated Safeguarding Officer, Dr Mark Beach.
- The Haven + London will ensure that all relevant staff and volunteers have been checked through the Disclosure and Barring Service (DBS)

1.1. Policy principles

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- **Prevention** – it is better to take action before harm occurs
- **Proportionality** – the least intrusive response appropriate to the risk presented
- **Protection** – support and representation for those in greatest need
- **Partnership** – local solutions through services working with their communities
- **Accountability** – accountability and transparency in delivering safeguarding

1.2. Policy aims

The aim of this Safeguarding of Vulnerable Adults Policy is outline how The Haven will respond to disclosure of abuse and each person's responsibilities under the Care Act 2014.

It will also promote good practice and to ensure all staff/volunteers make an informed and confident response to specific vulnerable adult protection issues.

The following information aims to help all staff/volunteers to recognise abuse and know what to do should they be concerned that a vulnerable adult known to them is being or has been abused.

It lays down the procedures for the provision of DBS certificates for all staff and volunteers and for their periodic renewal.

The policy states what training is required of staff and volunteers for them to participate in the activities of The Haven.

2. Identifying Abuse

2.1. Who is a vulnerable adult?

The definition of a Vulnerable Adult is taken from the Care Act 2014, prior to this the term included those who needed “extra intervention or assistance”, for example the elderly or sick. The Care Act widened this definition to those with “care and support needs”. It is important to remember that this could include any of us if circumstances were to change.

A vulnerable adult is defined as any person aged 18 or over who is or may be in need of community care services because of disability, age or illness, and who:

- is or may be unable to take care of themselves, or
- is unable to protect themselves from significant harm or exploitation.

Vulnerable adults could include older people, people with a visual or hearing impairment, physical disability, learning disabilities or mental health problem and people living with HIV or AIDS.

2.2. What is abuse?

Abuse is a violation of an individual’s human and civil rights by another person or persons.

- It may consist of a single act or repeated acts.
- It may be planned or unplanned.
- It may be the result of deliberate intent, negligence or ignorance.
- It may happen when a vulnerable adult is persuaded to enter into a transaction to which they have not consented or cannot consent.

2.3. Abuse can take many forms:

- Physical abuse – for example, hitting, pushing, shaking, over medicating or otherwise causing physical harm
- Sexual abuse – for example, unwanted touching, kissing or sexual activity. Or where the vulnerable adult cannot or does not give their consent
- Psychological / emotional abuse - including verbal abuse, intimidation, isolation, humiliation, bullying or the use of threats.
- Spiritual abuse – coercion and control of another person in a spiritual context. This can include the misuse of bible passages or pressure from the pulpit to control behaviour. This includes “conversion therapy”; the deliberate attempt on the part of a person in authority to bring about a change in the sexual orientation of another.
- Financial abuse – theft, exploitation, the illegal or improper use of a person’s money, property, pension book, bank account or other belongings.

- Neglect - the repeated deprivation of help that a vulnerable adult needs which, if withdrawn, will cause him or her to suffer.
- Discriminatory abuse - Including racist or sexist abuse, and abuse based on a person's disability, and other forms of harassment, slurs or similar treatment.

2.4. Where can abuse happen?

Abuse can take place in any setting:

- In their own home
- In someone else's home
- In a residential or nursing home
- In a church context
- In a day centre, adult education centre or other establishment
- In a hospital or GP surgery
- At work
- In a public place.

2.5. Who abuses?

The person responsible for the abuse is often well known to the adult being abused. They may be:

- A relative, friend or neighbour
- A paid or volunteer carer
- A professional worker
- Another resident or service user
- An occasional visitor or service provider

3. Responding to abuse

3.1. What you should do

- It is not the responsibility of anyone working for The Haven, either in a paid or unpaid capacity, to decide whether or not a vulnerable adult is being abused or that abuse has taken place. However, there is a responsibility to act on any concerns.
- Talk to the person in a safe and private place.
- Listen sensitively but be careful not to ask leading questions. Try not to show you are shocked.
- Find out what the person wants and explain that you will discuss the situation with the designated Safeguarding Officer, or in the case of concerns about his conduct, the CEO, The Revd Peterson Feital.

- Contact your designated Safeguarding Officer who will refer the allegation to the social services department, who may involve the police.

3.2. What you should not do

- Do not confront the person you think is responsible for the abuse
- Do not destroy any evidence
- Do not start to investigate the situation
- Do not be judgmental
- Do not make any promises you cannot keep
- Do not take the allegations lightly or dismiss them

3.3. Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only.

Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

3.4. Information for social services or the police about suspected abuse

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern, which should include the following:

- The vulnerable adults name and date of birth.
- The vulnerable adults home address and telephone number.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the allegation. Include dates, times, any special factors and other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The vulnerable adults account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Have any carers/relatives been contacted?
- If so, what has been said?
- Has anyone else been consulted? If so, record details.
- Has anyone been alleged to be the abuser? Record details.

4. What will happen next?

What happens next will depend on the wishes of the person and the seriousness of the situation. If they are in physical danger, ensuring their safety will be most important.

In response to the referral, trained staff will carry out a careful and sensitive enquiry. Information and advice will be offered so that the person and their family can make an informed choice, care will be taken to support and protect them.

Where there is a complaint against a member of staff or volunteer there may be three types of investigation:

- A criminal investigation
- An adult protection investigation
- A disciplinary or misconduct investigation

The results of the police and an adult protection investigation may well influence a disciplinary investigation, but not necessarily.

5. Disclosure and Baring Service and The Haven

5.1. Safer Recruitment of staff and volunteers

No organisation can be completely sure that its recruitment procedure will avoid vulnerable people from suffering abuse, but it is essential that Safer Recruitment guidelines are followed to minimise this risk.

Safer recruitment is often the first opportunity any organisation gets to safeguard the vulnerable people it works with. It is vital because it minimises the likelihood of people being harmed by those in positions of trust. Leaders, workers and others with particular roles must undergo a thorough recruitment process.

This includes the completion of job or role description, an application form, an interview, taking up references and criminal records checks (where eligible – see below) - all of which have a part to play in the assessment of a candidate's suitability. If this is done, then the chances of someone who could pose a risk to children and other vulnerable people being able to work with them will be greatly reduced.

Appendix 1 of this policy contains a Safer Recruitment Checklist.

5.2. Eligibility for DBS Checks

Extract from CCPAS Advice notes:

If an applicant is not in Regulated Activity but works with adults who may be vulnerable then it is possible they are still eligible for an enhanced DBS check but without a check of the barred lists. It is the expectation of the Charity Commission, major Christian denominations and many insurance companies that you apply for a DBS check where the applicant's role is legally eligible for one.

The worker may still be able to have an enhanced check (without a check of the barred list) if they are a Trustee of a charity that works with adults at risk or are working weekly, or 4 or more days in a 30 day period, or overnight with those who are receiving health or social care and they are giving care, supervision, treatment, therapy, advocacy, transportation, teaching, advice, guidance and/or assistance in a group aimed at adults who need help because of their age, illness, disability or live in certain types of accommodation such as a prison, remand centre, residential care home etc. Workers employed in a care home who are not in Regulated Activity will be eligible for an Enhanced check. A recent example of workers not eligible for any check is a church group for adults with learning disabilities where no personal care is undertaken nor any other roles in Regulated Activity. They do teach those adults but as the group meets twice a month it is not frequent enough to be legally eligible for a check.

5.3. DBS Checks

All posts, paid or unpaid, will be offered "Subject to Checks". The Haven will conduct Enhanced DBS Checks for all Trustees, Staff and Volunteers using the process outlined in the ChurchSuite Flow "DBS Checks". Initial contact will be made by Mark Beach.

If an individual has subscribed the Update Service, The Haven will accept that certificate.

If a disclosure is made a Risk Assessment will be made by the SO using the format in Appendix 1 of this policy.

DBS Checks will be carried out every two years.

6. Supporting Staff and Volunteers

All staff and volunteers need encouragement and help, particularly when they are first appointed. Abuse is more likely to occur where workers are not accountable to

others. Staff should be given the opportunity to attend team meetings and training to help them develop their skills and to work as a team and volunteers encouraged to attend all training sessions and workshops.

Working as a team will help people show responsibility for and to each other and motivate them to strive for the best possible practice in their work. All leaders and staff need to know who to talk to if they have a worry or concern. Procedures should exist to help and encourage staff and volunteers to report concerns (commonly known as 'whistle blowing').

6.1. Safeguarding Training

All Trustees, Staff and volunteers will be required to attend appropriate training in Safeguarding or to give documentary evidence of having completed such training in the last 2 years.

7. Contacts

The first contact point in all matters of Safeguarding at The Haven is Mark Beach.

Mobile: 07957 584 856

Email: mark@thehaven-london.com

If he is not available, please contact The Revd Peterson Feital

Mobile: 07889 463 433

Email: peterston@thehaven-london.com

For administrative questions please contact Mark Beach

Mobile: 07957 584 856

Email: mark@thehaven-london.com

In emergency contact the Police on 999