



SIGNAL
FILM & MEDIA

Policies and Procedures

Safeguarding Policy and Procedure, Vulnerable Adults

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DBS Checks

We will ask for a DBS check to be completed if there is volunteering or work with young people or vulnerable adults on a regular basis.

Violent and Sexual offences participant statement

- ☐ Due to the nature of our work with young people and vulnerable adults, we are unable to work with persons who have offences which are excluded (unfiltered) from the Rehabilitation of Offenders Act 1974. If an offence is brought to our attention via a DBS check, or another way, and is confirmed by police to be true, service will be withdrawn. All information will be treated with confidentiality.

Important

It may, of course, be felt appropriate to report the matter directly to a relevant statutory authority before it is possible to report within SFM, such as Adult Social Care or the Police, this would be where there is an imminent risk of significant harm or a crime is in progress. **In the case of such an emergency always call 999**

2. What is Safeguarding Adults?

Safeguarding means protecting a person's right to live in safety, free from abuse and neglect.

Safeguarding adults means protecting a person who is over the age of 18.

Safeguarding is about people and organisations working together to reduce the risks of abuse or neglect happening and make sure the person's views, wishes, feelings and beliefs are a key part of deciding on any action. It is important that a person's wellbeing is promoted at all times.

Definition of a Vulnerable Adult

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 from being exploited.

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

3. Safeguarding Policy & Procedure, Vulnerable Adults Statement

SFM believes that it is always unacceptable for a vulnerable adult to experience abuse or neglect of any kind and recognises its responsibility to safeguard the welfare of all vulnerable adults, by a commitment to practise which protects them. SFM acknowledges its duty to act appropriately to any allegations, disclosures or suspicions of abuse or neglect.

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

- have needs for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect. (Care Act, 2014)

The Purpose of the Policy & Procedure:

- To provide protection for vulnerable adults who receive SFM services and activities

- To provide trustees, employees, freelancers & volunteers with guidance on procedures they should adopt in the event that they are told about or suspect a vulnerable adult may be experiencing, or be at risk of, harm or neglect

Aims of the Policy & Procedure:

To ensure the safety of vulnerable adults by outlining clear procedures and ensuring that all trustees, employees, freelancers & volunteers are clear about their responsibilities

- to promote good practice and work in a way that can prevent harm, abuse and neglect occurring
- ensure that any allegations, disclosures or suspicions of abuse and neglect are dealt with appropriately and the person experiencing abuse and neglect is supported
- stop abuse or neglect wherever possible
- raise awareness of safeguarding adults to ensure that everyone can play their part in preventing, identifying and responding to abuse and neglect
- provide information and support in accessible ways to help people understand the different types of abuse and neglect, how to stay safe and what to do to raise a concern about the safety or well-being of an adult

Responsibilities:

Principal responsibility for this Policy & Procedure rests with the Executive Directors and day-to-day responsibility for its implementation rests with the Designated Safeguarding Leads (DSLs). SFM Board of Trustees are updated at quarterly trustee meetings.

It is stressed, however, that the primary priority for trustees, employees, freelancers & volunteers is to be vigilant at all times and to take appropriate action if there is any reason to believe that a vulnerable person may be (or may have been) experiencing some form of abuse or neglect. Safeguarding is everyone's responsibility.

Checks & Training:

The Executive Directors are responsible for ensuring the following:

- SFM's trustees, employees, freelancers & volunteers have the appropriate Disclosure and Barring Service (DBS) or relevant Criminal Records Bureau (CRB) check and SFM has verified an authentic version and recorded the reference number.
- SFM's trustees, employees, freelancers & volunteers are given appropriate Induction training
- SFM's trustees, employees, freelancers & volunteers are fully briefed on SFM's policies and procedure

- SFM's trustees sign off the Safeguarding Policy and Procedure, Vulnerable Adults.
- The Safeguarding Policy and Procedure, Vulnerable Adults is reviewed annually or in line with any new legislation.

4. Code of Conduct

SFM's trustees, employees, freelancers & volunteers are committed to:

- Treating vulnerable adults with respect and dignity
- Always listening to what a vulnerable adult is saying
- Valuing each Vulnerable adult
- Recognising the unique contribution each individual can make
- Encouraging and praising each vulnerable adult

The following is not acceptable:

- Take an aggressive or bullying tone
- Offer or accept personal gifts
- Suggest or imply a personal relationship could develop
- Meet with a vulnerable adult in their own time

Communication Contact:

- Any contact must be done through a designated SFM device and from a SFM account (where possible) in relation to the project or SFM business.
- If contact outside of SFM businesses is required its appropriateness and parameters needs to be discussed with the Safeguarding Officer

Unacceptable Physical Contact:

- Engage in sexually provocative or rough physical games, including horseplay with a vulnerable adult
- Do things of a personal nature for a vulnerable adult that they can do for themselves
- Never allow, or engage in, inappropriate touching of any kind

Avoid if Possible:

- Avoid spending time alone with vulnerable adults away from others (on occasion individual 1-2-1 help to provide quiet time is essential. In such cases ensure a colleague is aware of your actions).
- In the unlikely event of having to meet 1-2-1 with an individual vulnerable person, make every effort to keep this meeting as open as possible. Meet in a public space, keep doors open and let other staff know where you are.

- If privacy is needed, ensure that other staff are informed of the meeting and its whereabouts in the SFM building, keep doors open where possible,
- **Trustees, employees, freelancers & volunteers should:**
 - Be aware that someone might misinterpret their actions no matter how well intentioned
 - Never draw any conclusions about others without checking the facts
 - Never exaggerate or trivialise vulnerable adults or neglect issues or make suggestive remarks or gestures to a vulnerable adult even in fun

5. The nature of abuse and neglect and how to recognise the signs

The characteristics of adult abuse and neglect can take a number of forms and cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Victims may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries.

There may be some situations where victims are unaware that they are being abused or neglected, or have difficulty in communicating this information to others.

Abuse and neglect are violations of an individual's human and civil rights by any other person or persons. It can take a number of forms including but not limited to:

- Physical abuse e.g. hitting, pushing, shaking, inappropriate restraint, force-feeding, forcible administration of medication, neglect or abandonment
- Sexual abuse e.g. involvement in any sexual activity against his/her will, exposure to pornography, voyeurism and exhibitionism
- Emotional/psychological abuse e.g. intimidation or humiliation, coercion and control
- Financial abuse e.g. theft or exerting improper pressure to sign over money from pensions or savings etc.
- Neglect or acts of omission e.g. being left in wet or soiled clothing, or malnutrition, denied access to medical treatment
- Discriminatory abuse e.g. racial, sexual or religious harassment
- Personal exploitation – involves denying an individual his/her rights or forcing him/her to perform tasks that are against his/her will
- Violation of rights e.g. preventing an individual speaking his/her thoughts and opinions
- Institutional abuse e.g. failure to provide a choice of meals or failure to ensure privacy or dignity, a failure of appropriate institutional care

Rights of Vulnerable Adults

The vulnerable adults have the right to:

- be made aware of this policy
- to have alleged incidents recognised and taken seriously
- to receive fair and respectful treatment throughout
- to be involved in any process as appropriate
- to receive information about the outcome

6. Procedure: How to deal with suspected Abuse and Neglect

All those making a complaint, allegation, disclosure or expression of concern, whether managers, staff, volunteers, service users, carers or members of the public should be reassured that they:

- will be taken seriously
- dealt with in an open, honest and transparent manner
- their comments will be treated confidentially unless their concerns highlight a person/s at significant risk of harm. In these circumstances confidentiality cannot be assured
- if staff they will be given support and afforded protection, as appropriate and practicable

Recording an incident

If a disclosure of abuse or neglect is made it is important that the incident is recorded. The person receiving the disclosure or raising the concern should record facts only. In other words, the who, what, where and when of the incident as reported/observed. It is not the job of someone recording a safeguarding concern to speculate, ask probing questions or lead the person reporting a concern. Ask open ended questions only to ascertain the key facts sufficient to make a decision on next steps, i.e. whether or to whom it should be reported and that you have sufficient information to make any onward referral accurately i.e. names, addresses etc.

DO:

- Stay calm
- Be kind
- Be clear about limits to confidentiality and possible onward referral •
Listen
- Take it seriously
- Use the own words of person expressing their concern
- Ask open ended questions
- Record accurately and state facts only

Don't:

- Probe for further information
- Make assumptions or speculate
- Lead or make suggestions

- Make promises about outcomes

Decisions by staff regarding whether or not to report concerns of abuse or neglect are not a matter of individual conscience but a professional duty. Staff have a duty of care and **must** always take appropriate action even in the difficult circumstances of reporting a colleague who, they believe, may be abusive.

Record the incident

Use the internal digital incident form: Safeguarding Reporting

And And complete, print and sign a **hard copy** of the form:

02 00 01 - SFM - Tool - Reporting Form Safeguarding Vulnerable Adults

This should be given to the DSL

7. Procedure: How to respond to Vulnerable Adults telling you about abuse

If an allegation or disclosure is made to a trustee, employee, freelancer or volunteer, then the trustee, employee, freelancer & volunteer, should record the safeguarding concern and inform the Designated Safeguarding Lead as soon as possible unless, of course, the concern relates to that particular individual. (see point 9. *Procedure : How to respond to allegations of abuse against a trustee, employee, freelancer or volunteer*). In these circumstances report the matter to a Designated Safeguarding Lead or Director (see below).

If a person believes they are going to be told about an allegation or disclosure of abuse or neglect 'in confidence', they should inform the person of their safeguarding responsibility and that they may have to pass on any information shared with them should they deem the risk to be sufficient to require the involvement of statutory services. Confidentiality cannot be promised or guaranteed.

In these circumstances it is desirable to gain the consent of the person to make a referral to another agency. However, the gaining of the consent is not essential in order for information to be passed on. Consideration needs to be given to:

- The scale of the abuse
- The risk of harm to self or others
- The capacity of the victim to understand the issues of abuse, neglect and consent

If, once the organisation has considered the issue, there is any doubt about whether or not to report it to Cumbria County Council Adult Social Care or the Police for example, then it should be reported. However, it is important to remember you can discuss your issue/s of concern with an appropriate person i.e. your Line Manager, seek advice (perhaps from external support groups) and record your actions.

In emergency situations (e.g. where there is the risk or occurrence of significant harm

i.e. physical injury, where immediate action is needed to safeguard the health or safety of the individual or anyone else who may be at risk, the emergency services must be contacted. Where a crime is taking place, has just occurred or is suspected, the police must be contacted immediately.

In these circumstances always ring 999.

The role of Line Managers, DSL's or Trustees

If a safeguarding concern is raised the Line Manager/ Director must:

- Ensure the concern has been recorded.
- Give immediate priority to this issue and determine any action, which needs to be taken to protect the service user.
- Conduct a thorough investigation, taking into account all written and verbal evidence, as appropriate/where applicable.
- Consider whether action needs to be taken under the Disciplinary Procedures, for example, suspension.
- Consider whether this should be reported to Adult Social Care or the Police, if not already reported.
- All actions should be recorded in writing.
- Give feedback about outcomes to relevant parties, as and when appropriate/practicable.

8. Procedure : How to respond to allegations of abuse against a trustee, employee, freelancer or volunteer

If an allegation or disclosure is made regarding a trustee, employee, freelancer or volunteer, then the trustee, employee, freelancer or volunteers, who has been told should record the safeguarding concern and inform their Line Manager / Director as soon as possible unless, of course, the concern relates to that particular individual. In these circumstances report the matter to a Designated Safeguarding Lead (DSL) or Director (see below).

If the Designated Safeguarding lead or Line Manager/Director is not available or indeed involved, any member of staff or volunteer, who suspects a trustee, employee, freelancer or volunteers, of abuse or neglect of any kind, it is their right to bypass their Line Managers and report directly to a DSL or trustee.

9. Sources of Information and Support

Cumbria Safeguarding

Cumbria Safeguarding Adults Board <https://cumbriasab.org.uk/>

Cumbria Adult Social Care Barrow: **0300 303 2704**

Cumbria Adult Social Care Emergency Out of Hours: **01228 526690**

Police

Cumbria Constabulary www.cumbria.polic.uk

Cumbria Police Non-emergency call **101**

Emergency always call: **999**

Online reporting is available at www.cumbria.police.uk

Crimestoppers **0800 555 111** Crimestoppers <https://crimestoppers-uk.org/>

Organisations

Hourglass – elder abuse <https://wearehourglass.org/>

Phone: **0808 808 8141**

Available 9am to 5pm, Monday to Friday

Surviving Economic Abuse <https://survivingeconomicabuse.org/>

Refuge – domestic abuse <https://www.refuge.org.uk/>

Freephone 24-Hour National Domestic Abuse Helpline: **0808 2000 247**

Women's Aid – domestic abuse <https://www.womensaid.org.uk/>

Galop – LGBT anti-violence charity <https://www.galop.org.uk/> - various helplines

Respect, domestic abuse, men's advice line <https://mensadviceline.org.uk/>

Freephone **0808 8010327**