

Safeguarding Vulnerable Adults Operating Guidance

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Policy Category	Safeguarding Children and Vulnerable Adults
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Introduction

Within the scope of the activities that YMCA Fairthorne Group (YMCA FG) offers to the community, it remains paramount that it looks to the welfare of all users of its services. YMCA FG recognises that it is the responsibility of the organisation to prevent the physical, sexual and emotional abuse of adults at risk and/or their neglect or exploitation. Each individual employee, volunteer or board member shares this responsibility. Therefore we are committed to implementing, maintaining and the regular review of our Protection and Safeguarding policies and procedures for vulnerable adults.

Responsibilities of Staff, Students, Work Placements and Volunteers

Every staff member and volunteer has a responsibility to report any concerns about the safety and welfare of adults at risk. Equally staff and volunteers should report any actions or conversations which make them suspect that a colleague, parent or other adult is abusing an individual whether in our care, in their home or within the community. In some circumstances the abuse could be from a child or young person.

Responsibilities of Visitors

Visitors at YMCA sites will be provided with information on how to report any concerns.

Reporting Procedures

When to report

All allegations or suspicions of abuse involving vulnerable adults are to be treated seriously. No form of abuse is acceptable; some types of abuse will constitute a criminal offence which must be reported to the Police without delay. When dealing with allegations or suspicions of abuse staff should at all times seek to gain the trust and co-operation of the adult at risk with a view to encouraging full disclosure.

If a staff member/volunteer or board member is asked directly to keep any information disclosed a secret, it should be made clear that there is a duty of care to pass on relevant information to colleagues and agencies.

When determining the most appropriate action to be taken, it is important to consider:

- Risk – does the vulnerable adult, staff member, volunteer or board member have an appreciation of the nature and consequences of any risk that they may be/are subject to and do they willingly accept such a risk?
- Self-determination – is the adult at risk able to make their own decisions and choices, and do they wish to do so?
- Seriousness – A number of factors may determine if and when intervention is required.

The perception of the adult at risk must be taken into account. Some of the factors to be considered will include:

The perception of the abuse and their vulnerability

The extent of the abuse

The length of time the abuse has been going on

The impact of the abuse on the adult at risk

The risk of repetition and/or escalation of the abuse involving the adult at risk or others?

Does the abuse constitute a criminal offence?

Making a Report

All disclosures, allegations or suspicions of the abuse of adults at risk should be reported as **soon as possible/practical to your manager or 'Trusted Person'**. Alternatively, referrals can be made directly to a YMCA FG Designated Safeguarding Lead and via email to safeguarding@ymca-fg.org

As soon as possible or practical record what you have seen or been told or your concerns in **writing using a YMCA FG case file, created by the Designated Safeguarding Officer's team**. You will be given a unique reference number and password. You should ensure that your report and any notes are factual and include the full detail of the incident. Include full names (where known of all people involved), places, the nature of the incident, dates and times. Conclude by adding the date and your own name to the report, keep any records safely and confidentially.

Actioning the Report

With the support of your line manager, the following action may be taken:

- If the vulnerable adult is supported by a worker from a statutory agency (e.g. a social worker, mental health services, probation officers) you should inform them of any concerns that you may have.
- If the incident or suspicions constitute a criminal offence, the Police should be contacted without delay.

- If the incident has a potential impact upon or directly involves young people under the age of 18 years, the YMCA FG Designated Safeguarding Lead will advise on onward reporting.
- If the concern meets the threshold for multi agency reporting, notify the local authority as follows:

Southampton Email: <mailto:adultsocialcareconnect@southampton.gov.uk>,

Telephone: 023 8083 3003.

Hampshire Adult Services Telephone: 0300 555 1386 (0300 555 1373 for Out of Hours)

Isle of Wight 01983 814980 Email: safeguardingconcerns@iow.gov.uk,

Please refer to the 4LSAB Guidance:



4LSAB-Safeguarding-
Concerns-Guidance-C

As part of the process of raising any concerns, you may be invited to attend case conferences or be required to give statements to the Police. Where needed, YMCA FG will provide you with appropriate support to do this.

Any resulting investigation into concerns or allegations of abuse will be to:

- Establish facts
- Assess the needs of the vulnerable adult for protection, support and/or redress.
- Make decisions with regard to what follow-up action should be taken with regard to the alleged victim and perpetrator.

Whistle Blowing

Concerns about the actions or behaviour of a colleague or volunteer in relation to the welfare and safety of adults at risk **must be reported to YMCA FG's Designated Safeguarding Officer** who will provide support, and delegate operational duties to a suitable Designated Safeguarding Lead. Concerns may come directly from your own observations and interactions or from information disclosed to you by a child, young person, colleague, volunteer, carer or adult.

YMCA FG will consult with the Local Area Designated Officer (LADO) re management of the allegation. Staff members or volunteers who are the subject of allegations may be suspended from duty immediately. A LADO can advise against immediate suspension if it is believed that this could prevent a thorough investigation of evidence or enabling a suspect to delete or hide evidence. Likewise, suspension may be withheld if the allegations are obviously malicious. Suspension is not a presumption of guilt. Suspension from duty allows time and space for a full investigation to take place. Suspended staff members will receive appropriate support and will be kept informed of the processes. An interview with the staff member would normally form part of the investigative process. In cases of suspension the YMCA FG Disciplinary Policy works side by side with the Adult at Risk Operating Guidance.

The Designated Person will inform:

- The Police
- The Local Area Designated Officer (LADO)
- Independent Safeguarding Authority (ISA) if an investigation concludes wrongdoing

Staff Support

All staff and volunteers who are involved in reporting suspicions of abuse will be supported appropriately.

Serious Incident/Scene of Crime on YMCA FG Premises

If a serious incident, crime, or assault takes place or is alleged to have occurred on site or within YMCA FG premises, branch managers should contact the police and appropriate emergency services. The area in which the incident or alleged incident took place should be treated as a scene of crime by sealing off access to the area to avoid the contamination or removal of potential evidence. Examples may include an allegation of sexual assault or physical violence resulting in injury.

Supporting Victims of Abuse

If YMCA FG becomes aware that an individual is the victim of abuse, be it recent or historical, we will aim to encourage that person to seek help and support.

YMCA FG will signpost and where appropriate introduced the individual to local specialist services. In some cases, counselling services delivered by the YMCA FG may be appropriate.

Working with Perpetrators of Abuse

In most cases YMCA FG will withdraw services and exclude adults who are known to be perpetrators of abuse. This is to protect other adults at risk and children within our care. In the case of an allegation being made against a current service user, the YMCA FG will need to carry out an immediate risk assessment to ascertain whether that individual can continue to access our services. Risk assessments should be written by Managers and reviewed by a Designated Safeguarding Lead. Risk assessments should take into account any advice from the Police or other statutory services.

Many of our services may be being accessed by families or individuals who have ongoing or historical child protection proceedings against them. Whilst these adults may technically be perpetrators, the withdrawal of services would not be in the interest of their child/ren. In these cases the YMCA will ensure that the organisation is fully engaged with and represented at Child Protection Conferences, Core Groups and Plan Meetings. This will allow appropriate multi agency planning and decision making to consider the wider risk management issues.

Recruitment Procedures

Please refer to **YMCA FG's Recruitment Policy and Procedure** for a full guide to safer recruitment.

DBS Renewal Frequency

The DBS Disclosure renewal frequency for YMCA FG is as follows:

Permanent staff 2 years

Seasonal, Sessional/Bank staff and UK Volunteers 18 months

Criminal Declaration renewal (Annually)

YMCA FG requires every employee, trustee, and volunteer to renew their Criminal Conviction Declaration annually. Employees are contractually required to declare any new convictions.

Staff and Volunteer Induction and Training

All staff and volunteers receive an induction in safeguarding and child protection that is proportionate to their role, and which includes:

- Understanding of Vulnerable Adult Protection and Safeguarding Policy and Procedures and any related policies such as Lone Working.
- Reporting procedures as displayed in all relevant branches and sites of service delivery. New staff and volunteers are shown this information on their first day.
- Mandatory safeguarding courses completed on the online training portal.
- Guidance for Safer Working Practice for Adults who work with Children and Young People, Safer Recruitment Consortium (link in Safeguarding Children and Child Protection Operational Guidance, Appendix 5).
- Site specific Vulnerable Adult Protection training from the DSL in their workplace.

Mandatory Safeguarding Training

Every member of staff and those who volunteer regularly will be given access to the YMCA FG's online training platform, Educare. The platform includes compulsory modules which should be completed and passed within the induction period. Thereafter role specific modules will be allocated to staff and some volunteers. The compulsory modules are:

1. Safeguarding
2. Equality & Diversity
3. Prevent/Extremism
4. FGM

Mandatory Safeguarding Training Levels and Frequency

All staff are required to attain level 2 safeguarding certification which should be renewed every year.

Managers are required to attain at least level 3 or above safeguarding certification which should be renewed every two years.

DSLs are required to attain level 4 safeguarding certification which should be renewed every two years.

Safeguarding knowledge should be refreshed annually via EduCare (Tes), external training, conferences, or other methods.

Managers are responsible for ensuring training records are kept up to date, and for organising the programme of refresher and update training at their setting, with additional sessions being delivered on a needs-led basis. Managers and other key staff will also attend safeguarding training provided by or through their relevant local authority, or centrally organised by YMCA FG.

Maintaining Professional Boundaries

Staff and volunteers are required to maintain professional boundaries with young people and their families (collectively known as clients). Staff and volunteers should not seek to build personal relationships, social friendships, or associations through direct contact or through social media. Likewise, they should not accept invitations to do so from clients.

The following activities undertaken on a personal arrangement for clients are specifically prohibited:

- Transporting clients to and from the YMCA, unless undertaken as an agreed aspect of the job or volunteering role.

We recognise that such relationships may pre-exist. In cases where a member of staff or volunteer works at a setting where extended family members, existing friends or close neighbours attend, the staff member or volunteer should declare any potential conflicts of interest to their line manager. A Maintaining Professional Boundaries declaration form (safeguarding form 5) should be completed. The manager will agree and **record any necessary 'ground rules' with the staff member or volunteer.**

<https://ymcafg.sharepoint.com/:w:/s/Resources/EaikbWgC5wFCj7KgfWLk4qkBi3Cbu25tDygOba16ZZSJ7A?e=zZnMSm>

Social contact within the community at schools, places of worship, interest groups and clubs should be managed by the individual member of staff or volunteer to ensure that confidentiality of work-related information is maintained at all times. Guidance to maintaining professional boundaries can be found throughout the aforementioned Guidance to Safer Working Practice.

Useful Contacts

NHS 111

Provides non-emergency health information and health contacts to members of the public and health care professionals. Tel: 111 OR go online 111.nhs.uk

Hampshire & Isle of Wight Police – Police Enquiries 0845 045 45 45 or 101

www.hampshire.police.uk

Hampshire County Council Adult Services -
0300 555 1386 or call the Police on 101
www.hants.gov.uk

Southampton City Council Adult Services –
023 8083 3003 - between 8.30 am - 5pm
023 8023 3344 - Out of hours / Emergency contact
Email;
adultsocialcareconnect@southampton.gov.uk
www.southampton.gov.uk

Isle of Wight Adult Social Care -
01983 814980 or safeguardingconcerns@iow.gov.uk for safeguarding team
01983 821105 – out of hours emergency duty team

Email: safeguardingconcerns@iow.gov.uk
Portsmouth City Council Adult Services -
02392 680810
Email; portsmouthadultmash@portsmouthcc.gov.uk
www.portsmouth.gov.uk

Definitions and Frameworks

A Vulnerable Adult is defined by YMCA FG as someone over the age of 18 who is or may be in need by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against harm or exploitation.

For Young People under 18 years of age, the procedures and policy as detailed in the YMCA Fairthorne Group –Safeguarding Children and Child Protection Operating Guidance should be followed.

The term abuse is used to describe a range of ways in which people cause harm. Abuse/harm is often perpetrated by someone who is in a position of power trust or authority over an individual. This could also include family, friends, peers, staff, professionals or volunteers. The abuse experienced by an individual may be from neglect, physical injury, sexual abuse or psychological/emotional abuse, financial/material abuse or discrimination or, any combination of these definitions. Abuse can be deliberately inflicted or knowingly not prevented.

The Multi-Agency Framework for Managing Risk and Safeguarding People Moving into Adulthood should be used for young people in transition years to adulthood:



4LSAB-Framework-for
-managing-risk-and-s

The 4LSAB Multi-Agency Risk Management Framework (MARM) should be used to assess risks for adults identified as vulnerable:



4LSAB-MARM-Multi-
Agency-Risk-Manager

Physical Abuse

Physical abuse takes place when an individual:

- Physically hurts resulting in injury, for example hitting, slapping, pushing, kicking shaking, squeezing, burning etc.
- Harms an individual the misuse of medication, alcohol, illegal substances or poisons. Poisons could include excessive quantities of prescribed or non-prescribed medication.
- Fails to prevent physical injury or suffering by not removing or guarding against obvious risk.
- Physical impairment e.g. malnutrition, dehydration etc.

Sexual Abuse

Sexual abuse can take a number of forms, including:

- Rape, incest, acts of indecency, sexual assault
- Sexual harassment or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
- Sexual abuse might also include exposure to pornographic materials, being made to witness sexual acts and encompasses sexual harassment and non-contact abuse.
- Sexual exploitation or grooming for future exploitation.

Psychological/Emotional Abuse

Psychological/Emotional abuse is persistent or severe emotional ill treatment or rejection **that has, or is likely to have, a serious effect on an individual's development and ability to thrive.** Psychological/Emotional abuse may include the following:

- Threats of harm, controlling or intimidating behaviour, coercion, verbal abuse and harassment.
- Enforced isolation or withdrawal from support services/networks or relationships, the removal of affection.

- Humiliation
- Bullying behaviour including shouting, swearing etc
- **Racial or other forms of harassment that will undermine an individual's self esteem and prevent him or her from developing a positive self image.**

Neglect

Adults at risk can suffer from neglect when:

- Any of their basic needs are not being met. This could include having an inadequate diet, being denied proper health care or being inadequately dressed.
- The withholding of basic necessities including medication, clothing, food, heat and light.

Financial/material

Adults at risk can suffer from financial/material abuse to include:

- Victim of theft or fraud
- Exploitation, pressure in connection with money and material property, the misuse or misappropriation of property, possessions or benefits.

Discrimination

Discrimination can take place when an adult at risk experiences:

- **Racist, sexist and other verbal abuse based on an individual's disabilities.**
- Other forms of harassment, slurs or similar treatment based on an individual's characteristics or preferences.

Criminal Exploitation, **County Lines and "Cuckooing"**

Our understanding of exploitation has grown in recent years. We are now increasingly aware of the methods used by those in power to exploit the vulnerabilities of others. Exploitation often involves the manipulation of an individual in order for them to seemingly consent to their involvement in a particular activity. Individuals can become trapped and may also be coerced to involve others. The YMCA FG is mindful that our venues and services could be targeted by those wishing to exploit young people and we will be vigilant for signs, including:

- Changes in behaviour
- Having cash or clothes that suggest they have more money than usual
- Young people who are away for periods of time without explanation.

Missing, Trafficked and Enslaved

Modern day trafficking is a type of slavery that involves the transport or trade of people for the purpose of work. According to the U.N., about 2.5 million people around the world are

ensnared in the web of human trafficking at any given time. Human trafficking impacts people of all backgrounds, and people are trafficked for a variety of purposes. Men are often trafficked into hard labour jobs, Women and girls are typically trafficked into the commercial sex industry, i.e. prostitution or other forms of sexual exploitation.

Not all slaves are trafficked, but all trafficking victims are victims of slavery. Human trafficking is a particularly cruel type of slavery because it removes the victim from all that is familiar to them, rendering them completely isolated and alone, often unable to speak the language of their captors or fellow victims. Increasingly our services at the YMCA FG are coming into contact with young adults who may be victims of trafficking. A National Referral Mechanism NRM has been established. Any suspected case of trafficking identified by the YMCA will need to be referred to the NRA via the appropriate local authority.