



## **SAFEGUARDING VULNERABLE INDIVIDUALS POLICY & PROCEDURES**

### **1. ADULT PROTECTION POLICY**

(Adapted from the Association of Carers (AOC) document and applicable under the Care Act 2014)

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

The aims of safeguarding adults' policy

- To stop abuse or neglect wherever possible.
- Prevent harm and reduce risk of abuse or neglect to adults with care and support needs.
- Provide information and support to understand the different types of abuse and how to stay safe, and what to do to raise concern about the safety and wellbeing of an adult.

The following principles apply to CARE volunteers:

- Safeguarding adults is everyone's business and responsibility.
- There is zero tolerance to the abuse of adults.
- All reports of abuse will be treated seriously.
- Where abuse is taking place or is suspected, effort is made to ensure enquiries commence quickly and effectively so that appropriate action follows.

Abuse:

Abuse can take many forms: it can be physical, psychological, sexual, neglect, discriminatory, organisational and financial.

It can arise by domestic abuse or self neglect or harm.

Examples are:

- Hitting, slapping, and rough handling.
- Deprivation of warmth, food, clothing and health care.
- Any kind of sexual activity under duress.
- Misuse of money, bank cards, etc., and theft of property.
- Shouting, swearing.
- Neglect of medical or physical need.
- Discrimination or harassment.

CARE volunteers will recognise that the person primarily responsible for the safeguarding of an individual is their carer and or parent/guardian.

If they are accompanied by that person and serious abuse is observed by the volunteer by either party, should the volunteer feel vulnerable they must contact the Police and the Safeguarding Officer with a view to immediate termination of the booking.

This will not include minor disagreements of which the carer/parent/guardian may have experience in the normal course of care.

If someone independently tells you that they are being or have been abused:

- Stay calm.
- Be objective and empathise.
- Take them seriously and tell them you will report it to the Statutory Agencies at the completion of the journey. (A refusal to allow this may be as a result of fear of reprisal by the alleged perpetrator. If you are satisfied it is a genuine complaint continue to report it).
- Note the time and date when you were told and where and when the abuse is alleged to have occurred with a brief note of the alleged circumstances.
- Make a clear distinction if you can of what is fact, opinion, or hearsay. Be wary of a serial complainant.

What to do:

Immediate Risk: Serious abuse occurring call the emergency service first and follow this with a call to the CARE Safeguarding Officer.

Under normal circumstances report any event to the Safeguarding Officer. Give him the notes you have made. The Safeguarding Officer will contact the Adult Social Care office as appropriate.

The Adult Social Care/Social Care Direct will want to know:

- Is there perceived immediate or future risk?
- Has the Adult's consent been obtained? For the reason stated above there is no reason not to give a negative response.

The CARE volunteer should not:

- Promise to keep secrets.
- Ask investigative questions.
- Make judgmental comments.
- Make any decisions on their own, or
- CONFRONT THE ABUSER

## 2. CHILD PROTECTION POLICY

CARE acknowledges the duty of care to safeguard the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities.

The policy recognises that the welfare and interests of children are paramount in all circumstances, regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation.

CARE will seek to ensure all children are protected from abuse when being escorted and conveyed by the organisation's volunteers, and will take all reasonable steps to ensure their welfare.

In the event of incidents and/or concerns of abuse CARE will take appropriate action by reference to the local Safeguarding Children Board.

For clarification to Volunteers:

This policy is added to our safeguarding as we recognise that while we exclude the carriage of children who require a child car seat, the instance of an elder child accompanying a parent or guardian to an appointment may become of greater prevalence and that responsible minors could be acting carers for their parent(s).

Additionally, volunteers may be confronted with clear evidence when calling to collect a client that abuse toward a child is taking place within the premises. They should withdraw and report immediately to the Police and to the Safeguarding Officer.

Volunteers observing or hearing of abuse involving a minor in the course of a journey must report it to the CARE Safeguarding Officer at the earliest opportunity. Give assurance to the abused that the matter will be reported if he/she wishes. Do not ask if they give consent and just report forward on what you have been told or what you have observed. Care has to be taken with any effort to comfort the abused minor not to make any physical contact with them. Again keep record of the time and date of the event. Invariably cases of abuse concerning minors do have to be reported and acted upon by the Safeguarding Children Board and CARE cannot make a decision without consulting.