

- * Or Deputy Safeguarding Officer John Dilks
- * On our designated Safeguarding number 01442 902055

- **Refer**

- * This is done by the DSO, to another agency or organisation, such as Herts Health and Community Service - 0300 123 4042.
- * where/if we are operating as a result of our liaison with a carer, either individual or an organisation, the relevant responsible individual will be advised.

Confidentiality will be maintained at all times

Strategy Meeting

A plan of action should be agreed with the various departments/services above before any further action is taken and the advice and guidance of those services should and will be followed.



Vulnerable Adults policy



For more information or a question about this policy contact HCL on 01442 251930 or email policy@dcfl.org.uk



DCFL is a trading name of Hertfordshire Community Learning
Charity Registration: 1164867

April 2017

Background and Policy

By nature of our work we assist, from time to time, those in society who may be vulnerable, perhaps because of their age, physical or mental ability or ill health. We recognise that all people have the right to live their lives free from violence and abuse and, as such, adopt a zero tolerance to any such behaviour.

Recruitment

Irrespective of whether our workers and/or volunteers come into contact with vulnerable adults or not we will adopt a practice of ensuring that all our adult volunteers, staff, employees etc. (hereinafter referred to as 'staff'), may, at the discretion of HCL, be subject, prior to appointment, to a full check via the Disclosure and Barring Service and that all, as part of their induction process, will be made aware of the absolute importance of these policies etc.

Vulnerable adults as volunteer helpers.

It can be of social and therapeutic benefit for vulnerable persons to work within the community. As such we welcome volunteer assistance from any such individuals. All such individuals will be mentored and, where necessary, guidance will be sought from the appropriate authority.

Policy Principles

- we will foster a culture that is open and fair.
- we will establish a clear and strong focus on care and safety.
- we will carry out any appropriate risk assessment, taking into account the vulnerabilities of any individual.
- any and all suspicions or allegations of mistreatment, by commission or omission, will be taken seriously and action taken immediately
- all staff have a duty and responsibility to report any suspicions of abuse immediately.
- any vulnerable individual may be accompanied by or have access to their care worker (where one is appointed)

Issues requiring referral

Any of the following will require referral. The following list is by example only and is not exhaustive.

- **Physical Abuse:**
- the belief that a vulnerable person has sustained an injury, as a result of any act or omission.
- **Sexual abuse:**
- unwanted sexual intercourse

- any act of indecency or request to carry out an indecent act.
- any inappropriate relationship or behaviour
- inappropriate language, comments or sexual innuendoes.
- **Emotional/Psychological abuse**
- shouting, swearing, abuse, malicious gossip.
- public reprimand/humiliation
- victimisation
- belittling or patronising comments
- **Neglect**
- in general, neglect is an act of omission. It is often characterised by the failure to provide adequate food, clothing, shelter, supervision, and medical care.

Three other main areas of concern may be: financial; institutional or discrimination.

On receipt of an allegation

Any allegations should be reported to the DSO (Designated Safeguarding Officer), Linda Nateghi and the venue manager immediately. If/where any incident is alleged to have taken place on a carer's premises (either an individual or an organisation), or where we are operating as a result of our liaison with that carer, the relevant responsible individual will be advised also.

Action to take - use the '5 R's' guide

- **Recognise:**
 - * Signs and indicators in the learner that may cause you to be concerned that they are being abused
 - * AND behaviour of the potential abuser that may cause you to be suspicious
- **Respond:**
 - * Listen
 - * Ask open questions not leading questions
 - * Do not make promises
 - * Do be clear about what happens next – usually referral
 - * Don't panic
- **Record** exactly what was said and the observations of the individual
- **Report**
 - * To the Designated Safeguarding Officer Linda Nateghi