

Vulnerable Adult Safeguarding; Knutsford G.R.O.W. Policy

Knutsford G.R.O.W. is committed to ensuring that all employees, contractors, volunteers, trustees and all service users are safeguarded while receiving services.

1. Scope of the Policy

The aim of this policy is to ensure:

- the safety of vulnerable adults by outlining clear procedures
- all staff, contractors, trustees and volunteers within Knutsford G.R.O.W. are clear about their responsibilities

2. Definition of 'Vulnerable Adult'

A vulnerable adult is a person aged 18 or over:

'Who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself against significant harm or exploitation'

This may include a person who:

Is elderly and frail, has a mental illness, has a physical or sensory disability, has a severe physical illness, is a substance misuser or is homeless

Within services provided by Knutsford G.R.O.W, vulnerable adults could be present in any group or session, at any time so this safeguarding policy statement is applicable throughout all of Knutsford G.R.O.W.'s service provision.

In the case of suspected abuse initially staff, trustees or volunteers will raise an alert and submit this to the named Safeguarding Officer (Chairman) by telephone or face to face recording details on the appropriate downloadable form.

The Safeguarding Officer will contact the Local Safeguarding Adults Board by telephone at Cheshire East Council. Up to date contact numbers for different times of day can be found here. <http://www.cheshireeast.gov.uk/care-and-support/vulnerable-adults/vulnerable-adults.aspx>

What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take a variety of forms and can be both overt and covert. Examples of abuse that could occur in a learning or advice environment include:

- physical abuse
- sexual abuse eg involvement in any sexual activity against his/her will, exposure to pornography, voyeurism and exhibition
- Emotional/psychological abuse eg intimidation or humiliation
- Discriminatory abuse eg racial, sexual or religious harassment, or due to age or ability/disability

- Personal exploitation
- Institutional abuse eg failure to ensure privacy or dignity.

3. Standards

a. Knutsford G.R.O.W's staff and contractors are required to:

- Where appropriate have a Disclosure and Barring Service (DBS) check when they commence and before engaging with any beneficiaries or volunteers
- Demonstrate respect for all beneficiaries and volunteers as individuals in all matters.
- Reflect on their own approach and style, recognising the inherent power their position bestows.
- Undertake relevant training in safeguarding, disclosure and diversity matters.
- Ask a senior member of staff or trustee if they have any uncertainties about how to deal with a specific service user.
- Ensure that all beneficiaries and volunteers are aware of the relevant policy on Disclosure and create a suitable and supportive environment to encourage disclosure of any issues which might affect the way in which they should be treated.
- Ensure all are aware of our Equality and Diversity policy and that they know how to complain if they become victims of harassment bullying, unfair treatment or harassment.
- Ensure a diverse range of services and training that is sensitive to difference.
- Invite and encourage constructive feedback about standards and styles of behaviour and promote an open and honest culture of respect for diversity.
- Deal with complaints of abuse, unfair treatment or harassment and bullying promptly, sensitively, confidentially and in accordance with procedures
- Ensure that all training or advice contractors are provided with a briefing on Knutsford G.R.O.W's safeguarding policies and procedures before delivering any sessions or services.
- Report any incidents immediately to Knutsford G.R.O.W's Chairman who should report to any relevant partners or commissioners.

b. Volunteer's and Beneficiaries are required to:

- Help prevent inappropriate behaviour by challenging and reporting behaviour that appears to be causing distress to others.
- Support an open, constructive environment within which diversity is valued positively.

4. Dealing with claims of abuse perpetrated by internal members of staff and contractors

Knutsford G.R.O.W's Policy makes it clear how staff and contractors are expected to perform when dealing with all service users including vulnerable adults. It specifically

ensures that claims made of abuse by internal staff and contractors will be investigated and dealt with by the Safeguarding Lead Person.

The details of the named contact for Knutsford G.R.O.W. are:

The Chairman (Neil Forbes)

The named person will be aware of and follow the guidelines above.