

Reviewed: 09/12/2020

Date approved by the Board of Trustees: 31/12/2020

Date of next review: 31/03/2022

Policy and procedures for safeguarding children and adults at risk



Contents

1. Policy statement	3
2. Safe recruitment procedures	3
3. Induction and training.....	4
4. Host organisations and secure settings	4
5. Good practice guidelines	5
6. Online activity	5
7. Definitions of abuse	6
8. Signs of abuse	8
9. Who can abuse.....	9
10. How to respond to a person making a disclosure.....	9
11. Contact details	10
12. Review.....	10
13. Further information and guidance.....	10
Appendix 1: Disclosure of abuse or suspected abuse report form.....	12

1. Policy statement

Good Vibrations believe that all participants, staff and those working in the organisation have the right to enjoy Good Vibrations activities in a safe and secure environment. We encourage all team-members and participants to feel comfortable and confident in challenging attitudes or behaviour which they feel to be discriminatory, abusive or inappropriate.

We have developed this policy and procedures to:

- Protect participants we work with from any kind of physical and mental harm
- Safeguard our workers/volunteers from false allegations that could be made

We will implement this policy through induction and training, standing items on team meetings, internal systems and close monitoring by managers, the Executive Director and Board of Trustees.

This policy and procedures is underpinned by the Mental Capacity Act 2005 and the Care Act 2014. It applies and relates to all staff, contractors, trustees, volunteers and participants, and runs in conjunction with other safeguarding policies used within the places in which our projects take place.

Definitions

A child is someone under 18. Adults aged 18 and over can be at risk (either temporarily or permanently) for a variety of reasons and in different situations. An adult may be at risk if he/she:

- Has a learning or physical disability
- Has a physical or mental illness, chronic or otherwise, incl. an addiction to alcohol/drugs
- Has a reduction in physical or mental capacity
- Is in the receipt of any form of healthcare
- Is detained in custody
- Is receiving community services because of age, health or disability
- Is living in sheltered or residential care home
- Is unable, for any reason, to protect himself/herself against significant harm or exploitation

It is recognised that people who meet one or more of the criteria above may not be at risk at all, or all the time. However, until an organisation has direct contact with people on an individual basis, it may be impossible to identify whether vulnerability exists in relation to an activity or event involving adults.

2. Safe recruitment procedures

The following safe recruitment procedures take place:

1. Before employment or contracts commence, staff, freelancers, and volunteers who have access to sensitive data or participants, undergo an Enhanced DBS Check or supply their DBS Reference number from within the last 12 months. Trustees are required to have DBS Checks and if they supply their DBS Reference number through another organisation this should be from within the last 3 years. The Operations Manager and DBS company administer checks. Any convictions disclosed are assessed in line with safeguarding procedures and decisions as to the suitability to work with Good Vibrations will be taken at Board level. Team members for whom we have gained the initial check must renew their own DBS check online and claim back the expense from us. This should be done before the annual deadline or we will ask them to cover the additional cost charged for the full DBS check to be carried out again.
2. Before employment or contracts commence in Scotland, staff, freelancers, and volunteers who have access to sensitive data or participants, undergo a PVG check. Good Vibrations organises and pays for the application and registration via Volunteer Scotland.
3. All staff and freelancers who go into prisons regularly must complete a Her Majesty's Prison and Probation Service (HMPPS) Counter Terrorism Clearance (CTC) Check before they

regularly work in prisons. The Operations Manager supports this process. Clearance lasts for 5 years. Support is available to help team members submit information for these checks.

4. In some secure organisations where we work, team-members must undergo additional CTC or local checks. Support is available to help with these checks.
5. Application forms are completed for all posts. The form asks for past convictions, cautions, reprimands, final warnings, pending cases or complaints of abuse. For voluntary posts, a CV is supplied, and details are recorded in interview paperwork, saved securely on the shared drive.
6. We interview prospective staff, freelancers and volunteers and investigate their employment history. Granting employment or a voluntary post is contingent on receiving 2 references and showing proof of identification.
7. The Operations Manager checks DBS status of workers and prospective team members on gov.uk/disclosure-barring-service-check/overview. DBS notify us if one of our team becomes barred from working with children or at risk adults.
8. We maintain a Single Central Record with all relevant details of team members.
9. Contractors sign an annual contract that includes a statement saying they have read and agree to Good Vibrations' *Safeguarding policy and procedures*.
10. All appointments are made under safer recruitment guidelines and additional clearance procedures may be necessary in some cases.
11. All employees are expected to notify Good Vibrations immediately if they are cautioned or have any convictions made against them. Failure to do so could result in dismissal.

3. Induction and training

All staff, contractors, trustees and volunteers are given this policy to read in their induction, and must adhere to this policy at all times. Failure to do so may result in disciplinary action.

We offer safeguarding training every two years to all staff, team-members, trustees and volunteers and expect take-up, unless team-members can demonstrate they have been trained recently. All new workers and volunteers are well-supervised and their progress reviewed regularly.

4. Host organisations and secure settings

Good Vibrations makes this policy available to partner organisations. When working in host institutions and secure settings, be aware of the following:

1. Host organisations should produce risk assessments and a safeguarding policy on request.
2. The Operations Manager should confirm in writing with each host organisation that both parties agree they are responsible for the safeguarding of all involved.
3. Where a safeguarding issue arises with either a participant or a staff member, it must be reported immediately both to Good Vibrations' Executive Director and to the host organisation (where relevant) to ensure the safety of the individual.
4. Any cause for concern relating to safeguarding must be dealt with before course delivery continues, and/or further courses are booked with a host organisation.
5. Although, more of a security issue, further checks may take place on entering secure establishments. Including confirmation we are expected, proof of ID, fingerprinting, retina scanning, photo passes and being escorted.

5. Good practice guidelines

Below are guidelines of good things to do when delivering Good Vibrations projects:

1. Treat all participants and staff equally, and with respect and dignity
2. Stop sessions immediately, with support from the host, if you feel anyone is in danger
3. Maintain a safe and appropriate distance both mentally and physically with participants
4. Ensure you are aware of the procedures to attract assistance if required
5. Empower participants to share in decision-making processes
6. Be an excellent role model
7. Give enthusiastic and constructive feedback rather than negative criticism
8. Do not push participants against their will
9. If participants disclose information which may affect their own or another person's safety, report this immediately to staff on site, making a record of what was said
10. Keep a record of any injury that occurs using the *Accidents and Incidents Log*
11. Keep a check on visitors and guests to ensure the welfare of participants
12. Ensure there is an adequate participant to staff ratio to run activities safely
13. Adhere to Good Vibrations' *Health and safety policy and procedures*
14. Report incidents or suspicions immediately to staff on site and to the Executive Director as soon as possible. Make sure a written log is kept of when the incident was reported/to whom.

Below are guidelines of things **you should not do**:

1. Engage in rough, physical or sexually provocative games
2. Allow or engage in any form of inappropriate touching
3. Let participants use inappropriate language unchallenged
4. Make sexually suggestive comments
5. Allow yourself to get in any situation where you cannot call for assistance if required
6. Reduce a participant to tears as a form of control
7. Allow allegations to go unchallenged, unrecorded or not acted upon
8. Do things of a personal nature for participants that they can do for themselves
9. Work alone with at risk adults and young people or put yourself into a position where no other responsible adult can see what you are doing with them
10. Give personal information, money or any items to a participant
11. Take anything in or out of a secure setting without that organisation's approval
12. Undermine or criticise other team-members or host staff in front of participants
13. Use alcohol or any substance which may impede judgment whilst working

6. Online activity

Increasingly, work, activities and communications take place online in the modern world. In response to that we have developed a *Sensitive communications policy and procedures*, which sets out a framework for how Good Vibrations team members should communicate externally in this context.

We recognise the need to take measures to ensure we are managing health, safety and safeguarding risks on any activities we carry out online, as well as in person activities. As such, all Good Vibrations' delivery, whether online or in person requires a risk assessment to be carried out on it by the lead facilitator, with support and oversight from the person managing that piece of work, whether that be the Operations Manager or Training and Development Manager.

Any online Good Vibrations workshop or online meeting with a participant or past-participant as part of our Keep in Touch programme should take place using Good Vibrations' Zoom account, with the meeting being booked in advance on the system, and the relevant manager being copied in to see it is scheduled. Secure joining instructions should be created for each meeting.

Should Good Vibrations want to set up an online meeting between past participants, e.g. its pro bono advisors, a Good Vibrations team member should also be present on that Zoom call to hear, support, or facilitate the conversation.

Consent must be gained from the parents, carers, or institution responsible for anyone who is 16 or under before they take part in an online activity. For at risk adults in institutional settings wanting to attend online activities, Good Vibrations should seek the involvement of a support worker or carer too.

7. Definitions of abuse

Abuse may be a single act or one that happens repeatedly. It may be planned or reactive as well as intentional or unintentional. It can also happen due to ignorance or due to the abuser needing help themselves. People can be abused in different ways. Below are the different types of abuse and the indicators of abuse. You should be aware of them, as you have a duty of care to look out for the safety and well-being of participants, and to alert relevant authorities if you suspect they are being abused.

Physical abuse

This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, misuse of medicine, physical restraint, deprivation of care or necessities or otherwise causing physical harm to a person. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to, a person whom they are looking after.

A person might do this because they enjoy or need the attention they get through having a sick child. Physical abuse, as well as being a result of the acts above, can also be caused through omission or failure to act to protect.

Psychological or emotional abuse

This is the persistent psychological or emotional maltreatment of a person such as to cause severe and persistent adverse effects on their development. It may involve, but is not limited to, conveying to someone that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on a child or at risk adult.

These may include interactions that are beyond the child or at risk adult's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child or at risk adult participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying, causing a vulnerable person frequently to feel frightened or in danger, or the exploitation or corruption of a vulnerable person.

Sexual abuse

This involves forcing or enticing a vulnerable person to take part in sexual activities, including prostitution, whether or not the vulnerable person is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact

activities, such as involving vulnerable people in looking at, or in the production of, sexual on-line images, watching sexual activities, or encouraging vulnerable people to behave in sexually inappropriate ways. Males and females can be sexually abused by males and/or females, by adults and by other young people. This includes people from all different walks of life.

Child sexual exploitation is a type of sexual abuse. Children in exploitative situations and relationships receive something such as gifts, money or affection as a result of performing sexual activities or others performing sexual activities on them. This can occur through the use of technology without the child's immediate recognition.

Neglect

This is the persistent failure to meet a vulnerable person's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. Neglect may occur during pregnancy because of maternal substance abuse. Neglect may involve, but is not limited to, a parent or carer failing to provide adequate food, shelter and clothing, heat, and hygiene.

It can involve failing to protect a child or at risk adult from physical harm or danger, failure to ensure adequate supervision or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to a vulnerable person's basic emotional and psychological needs and failure to ensure appropriate privacy and dignity

Discriminatory abuse

Discriminatory abuse is when someone picks on or treats someone unfairly because something about them is different; for example it may be:

1. Their clothes
2. Their weight or physical size
3. Their race or skin colour
4. Their religion or culture
5. Being a man or a woman
6. Being a gay or lesbian, or bisexual, or transgender person.
7. Their age
8. Their health or disability
9. An atypical appearance or visual difference

Financial or material abuse

This involves the individual's resources being inappropriately used or manipulated to the advantage of another person. It includes the withholding of money or inappropriate or unauthorised use of a person's money or property to the disadvantage of the individual to whom it belongs. It can include theft, fraud, forgery, embezzlement, exploitation, misuse of funds, property or possessions.

Domestic abuse

Domestic abuse is a pattern of controlling and aggressive behaviours from one adult towards another within the context of an intimate relationship. It can be physical, sexual, psychological or emotional abuse. Financial abuse and social isolation are also common features. The violence and abuse can be actual or threatened and can happen once every so often or on a regular basis.

It can happen to anyone, and in all kinds of relationships, whether these relationships are heterosexual, lesbian, gay, bisexual or transgender. People suffer domestic violence regardless of their gender, social group, class, age, race, disability, sexuality or lifestyle. The abuse can begin at any time.

Coercive control

Coercive control is when a person with whom an at risk adult is **personally connected**, repeatedly behaves in a way which makes them feel controlled, dependent, isolated or scared. The following types of behaviour are common examples of coercive control:

1. Isolating them from friends and family
2. Controlling how much money they have and how they spend it

3. Monitoring their activities and movements
4. Controlling their social media accounts
5. Surveillance through apps
6. Dictating what they wear
7. Repeatedly putting them down, calling them names or telling them that they are worthless
8. Threatening to harm or kill them or their child
9. Threatening to publish information about them or report them to the police or the authorities
10. Damaging their property or household goods
11. Forcing them to take part in criminal activity or child abuse

Institutional abuse

Institutional abuse is the mistreatment, abuse or neglect of an adult at risk by a regime or individuals. It can take place within settings and services that adults at risk live in or use, and it violates the person's dignity, resulting in a lack of respect for their human rights.

Institutional abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice. It can take the form of an organisation failing to respond to or address examples of poor practice brought to their attention. It can take place in day care, care homes, hostels, supported housing, hospitals and sheltered and supported housing. It can be difficult to identify the difference between a poor service and institutional abuse.

Harassment

Harassment covers a wide range of offensive behaviour which is found threatening or disturbing. Sexual harassment refers to persistent and unwanted sexual advances, typically in the workplace, where the consequences of refusing are potentially very disadvantageous to the victim. Harassment can include antisocial behaviour targeted at vulnerable people in the community, by neighbours or others, because the victims are different; this links closely with discriminatory abuse.

8. Signs of abuse

Signs of physical abuse may include:

1. Any injuries not consistent with the explanation given for them
2. Bruises which reflect hand marks or fingertips
3. Burns or bite marks
4. Broken bones
5. Aggressive behaviour or severe temper outbursts
6. Flinching when approached
7. Withdrawn behaviour

Signs of psychological or emotional abuse may include:

1. Persistent tiredness
2. Obsessions or phobias
3. Sudden lack of concentration
4. Inappropriate relationships with peers and/or adults
5. Attention seeking behaviour or sudden change in behaviour
6. Fear of making mistakes
7. Self-harm
8. Anger without apparent cause
9. Becoming withdrawn and non-communicative or non-responsive

Signs of sexual abuse may include:

1. Pain or itching in the genital/anal area, urine infection or STD
2. Stomach pains
3. Discomfort when walking or sitting down

4. Pregnancy
5. Fear of being left with a specific person or group of people
6. Self-harm
7. Saying they have secrets they cannot tell anyone about
8. Acting in a sexually explicit way.
9. Person reporting that they have bruises around the breasts, thighs or genital area

Signs of neglect may include:

1. Constant hunger, evidence of malnutrition or dehydration
2. Poor personal hygiene
3. Rashes, sores or lice on the body or an untreated medical condition
4. Inappropriate dress for the conditions
5. Complaining of being tired all the time
6. Mentioning being left alone or unsupervised
7. Evidence of the withholding of medication or over-medication

Signs of financial/material abuse may include:

1. Signatures on cheques/documents that do not resemble the at risk adult's signature, or signed when the at risk adult cannot write
2. Sudden changes in bank accounts, including unexplained withdrawals of large sums of money or The inclusion of additional names on a at risk adult's bank account
3. Numerous unpaid bills, or overdue rent
4. Unusual concern by someone that an excessive amount of money is being expended on the care of the at risk adult
5. A sudden change in an at risk adults' ability to pay for items or services
6. The unexplained disappearance of funds or valuable possessions
7. Deliberate isolation of an at risk adult from friends and family, resulting in the caregiver alone having total control

9. Who can abuse

The abuser is usually well known to the person being abused. They may be:

- A partner, child, sibling, parent or other relative
- A friend, peer or neighbour
- A paid or volunteer care worker
- A health or social worker, or other professional
- Older people may also be abused by a person they care for

10. How to respond to a person making a disclosure

1. If someone discloses information relating to abuse or which threatens the safety of an individual, treat their allegations sensitively and seriously, conveying that you believe what they are saying and telling them they are right to tell you. Reassure them they are not to blame but do not promise confidentiality. Do not interrogate them, cast doubt on what they have told you or interrupt or change the subject. Ask only open questions such as, 'how did this happen?', 'what was happening at the time?' or 'anything else you want to tell me?' Do not force someone to repeat what they have said in front of another person.
2. Do not discuss this incident with anyone other than those who need to know, but ensure that someone working within the establishment is notified about this disclosure as soon as possible after it takes place.

3. Afterwards, as soon as possible, write down everything that was said and done on the *Disclosure of Abuse or Suspected Abuse Reporting Form*. Also, use this form if you suspect abuse but no-one has made a disclosure to you.
4. Immediately, email the completed form to Katy Haigh, the Designated Safeguarding Officer. Accompany the sending of this form with a telephone call to Katy to discuss the matter and to implement next steps as a matter of urgency.
5. The Designated Safeguarding Officer will then use the appropriate reporting systems for the situation, e.g. reporting it to a Prison Governor, Local Authority Social Care Team or the police.
6. Reporting abuse or suspicions of abuse can be done 24 hours a day. If the Designated Safeguarding Officer is unavailable, call the Deputy Designated Safeguarding Officer, Malcolm Milner. If both are unavailable, call the NSPCC Child Protection Helpline, or the relevant local authority safeguarding team.
7. See our *Whistleblowing Policy* about in-house allegations against other workers or volunteers.

11. Contact details

The Executive Director is the Designated Safeguarding Officer, responsible for overseeing all safeguarding issues (katy@good-vibrations.org.uk, 07535 145 797, 01697 345 391). She is the first point of contact for advice and support if a safeguarding issue arises.

The Training and Development Manager is the Deputy Designated Safeguarding Officer – if the Designated Safeguarding Officer is unavailable. (07967 963 431, malcolm@good-vibrations.org.uk).

Given that Good Vibrations works in multiple counties and boroughs across the UK, it is not practical to provide the contact details for every Local Authority Children's/At Risk Adults' Social Care Team and out of hours duty social worker or health board. The Designated Safeguarding Officer will find out these contact details online and contact the relevant authority as soon as they can after they have had a report of abuse or suspected abuse made to them. Please note that authorities can be contacted whatever the time of day or night the report is made.

12. Review

This policy and procedures will be reviewed once every two years to check it is robust, accurate and in line with current legislation. Trustees will approve each iteration of the procedure. Staff, contractors and trustees embarking on work with Good Vibrations are required to read all the organisation's policies and procedures, giving confirmation they have read and understood them and will apply them in their work. Volunteers are required to read the policies and procedures in the *Volunteer Handbook*, giving confirmation they have understood them and will adhere to them in Good Vibrations work.

13. Further information and guidance

8. NHS Safeguarding Guide: [england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide](https://www.england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide)
9. Social services departments put on free **Local Borough Safeguarding Awareness Programmes**
10. The **NSPCC Child Protection Helpline** 0808 800 5000 is a free 24-hour service, 7 days a week which provides counselling and advice to anyone concerned about a child
11. [iwf.org.uk/hotline](https://www.iwf.org.uk/hotline) supports the removal of illegal materials from the internet
12. The **Metropolitan Police Service Child Pornography Information Line** 0808 100 0040 enables the public to pass information to the police about child pornography
13. Dealing with online abuse: [nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/online-abuse/](https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/online-abuse/) and [theline.org.au/dealing-with-online-abuse](https://www.theline.org.au/dealing-with-online-abuse)

14. Modern day slavery and your responsibilities: [antislavery.org/slavery-today/slavery-uk/](https://www.antislavery.org/slavery-today/slavery-uk/)
<https://www.gov.uk/government/collections/modern-slavery>
15. Radicalisation information: sheffield.ac.uk/sss/safeguarding-overview/prevent/radicalisation
and <https://educateagainsthate.com/parents/signs-of-radicalisation/>
16. Female Genital Mutilation (FGM): [nhs.uk/conditions/female-genital-mutilation-fgm/](https://www.nhs.uk/conditions/female-genital-mutilation-fgm/)
17. Safeguarding older people: [ageuk.org.uk/globalassets/age-uk/documents/factsheets/fs78_safeguarding_older_people_from_abuse_fcs.pdf](https://www.ageuk.org.uk/globalassets/age-uk/documents/factsheets/fs78_safeguarding_older_people_from_abuse_fcs.pdf)
18. Other pieces of legislation and guidance you may want to refer to are:
 - The Children Act 1989 (as amended)
 - The Children and Social Work Act 2017
 - The Safeguarding Vulnerable Groups Act 2006
 - Working Together to Safeguard Children 2018
 - Keeping Children Safe in Education 2018

Appendix 1: Disclosure of abuse or suspected abuse report form

<u>Disclosure of abuse or suspected abuse report form</u>	
It is vital that any disclosure made in confidence is recorded factually as soon as possible - whether or not the matter is taken to another authority. Please complete the following details and give this form to the Designated Safeguarding Officer. This form will be held securely.	
Date and time of what has occurred, and the time the disclosure was made	
Names of people involved	
What was said or done by whom	
Any action taken by the group to gather information and refer on	
Any further action, e.g. suspension of a worker or volunteer	
Where relevant, reasons why there is no referral to a statutory agency	
Names of person reporting and to whom reported	
Safeguarding Officer to complete: FURTHER ACTION TAKEN BEFORE EXTERNAL ADVICE:	
External Agencies Contacted (Date & Time)	
POLICE Yes/No	If yes - which: Name and Contact Number: Details of Advice Received:
LOCAL AUTHORITY - Social Care Team Yes/No	If yes - which: Name and Contact Number: Details of Advice Received:
Other (e.g. NSPCC)	Which: Name and Contact Number: Details of Advice Received:
FURTHER ACTION TAKEN AFTER EXTERNAL ADVICE:	
Signature:	
Print Name:	
Date:	