



ADULT SAFEGUARDING POLICY

Aims

This policy has been drawn up in recognition that there is an ever-present risk of abuse happening to vulnerable adults. It is our duty to prevent abuse and to take effective action when abuse is suspected or disclosed. Abuse is unacceptable in all circumstances.

This policy sets out the steps that Dartford Churches Winter Shelter has taken to safeguard guests who are at risk of abuse and neglect and the responsibilities of all volunteers in cases of suspected abuse or neglect.

Good Practice Statement

The best defence against abuse is the strength of values incorporated in Dartford Churches Winter Shelter culture. Dartford Churches Winter Shelter believes that all guests are entitled to be treated with dignity, courtesy and respect regardless of their age, race, gender or ability.

Safety is embedded within good sound practice and the growing ability of guests to protect themselves, make their views known and be listened to.

Definitions

Vulnerable Adult

For the purposes of this policy a vulnerable adult is defined as a person of 18 years and over who is or may be eligible for 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/herself, or unable to protect him/herself against significant harm or exploitation.'

(No Secrets, Department of Health 2000)

Abuse

Abuse is a violation of an individual's human or civil rights by any other person or persons. It is a single or repeated act or omission, occurring within a personal or other close relationship where there is an expectation of trust, which causes harm to a vulnerable adult.

Abuse can take many forms:

- **Physical** - This could be someone hitting, kicking, pulling hair, pinching or shaking you, or being given too much or too little medication. This could also be assault.
- **Financial** - This could be someone stealing from you, or forcing you to pay for other people's things, or when you don't have a say in how your money is being spent. This could also be theft or fraud.

- **Emotional** - This could be someone calling you names, bullying you, or treating you like a child, being ignored, or blamed for things that you did not do, being shouted at, or threatened.
- **Sexual** - This could be being touched, or forced to touch someone else, or made to have sex with someone when you don't want to. This could also be rape or sexual assault.
- **Neglect** - This could be if you are hungry, cold, do not have clean clothes to wear, or are denied access to things that you need.

Discrimination

When you are treated unfairly because of your race, age, gender, disability, sexuality or background.

Prevention and Risk Management

Prevention

Dartford Churches Winter Shelter employs various strategies to control the risk of abuse and target the causes and opportunities for abuse and neglect. These include:

- Communication with the Dartford Churches Winter Shelter team about the nature of the abuse and the Dartford Churches Winter Shelter Safeguarding Policy.
- Embedding the principles of safeguarding into management expectations and thereby volunteer practice.
- Risk assessment for every guest before they stay at the Dartford Churches Winter Shelter

Targeted Prevention

Prevention strategies are specifically targeted at volunteers working with adults at risk. The Targeted Prevention Strategies include:

- **Volunteer Recruitment** – Dartford Churches Winter Shelter will secure references, prior to appointment, for Venue Managers to ensure the safety of the guests.
- **Policies and Procedures Volunteers are expected to follow** – Dartford Churches Winter Shelter reinforces expectations of volunteers through rules for conduct and practice and in particular:
 1. Confidentiality Policy
 2. Charter
 3. Procedures for the prevention of violence
- **Volunteer support and information** – All volunteers will receive support from their Venue Manager and the Management Steering Group. Training will be offered and information on policy and procedures will be available to all.



Alerting

Any Volunteer may be alerted to the possibility of abuse. Alerting could mean that an act of abuse is witnessed, a person is saying that abuse has occurred, or suspicions are raised.

- All Volunteers are responsible for reporting concerns, disclosures or possible indications of abuse to the Venue Manager/Team Leader.
- Information about abuse must never be withheld intentionally as failure to disclose may have an influence on the future safety of an individual.
- Disclosures and concerns should not be treated as confidential.

Remember that as a volunteer with Dartford Churches Winter Shelter you must never promise to keep secrets for a guest. You must never be alone with a guest, and anything you hear or see which causes you concern should in the first instance be reported to your Venue Manager or Team Leader who in liaison with the Management Steering Group will consider referring information on to the most appropriate agency.

If you have concerns about a vulnerable adult you should:

Contact KENT SOCIAL SERVICES:

Telephone 03000 41 61 61 during normal office hours

Telephone 03000 41 91 91 out of hours (eg. during the night)

IN AN EMERGENCY ALWAYS CALL 999

Flow Chart of Procedures for Safeguarding Adults

Possible source of CONCERNS	ACTIONS
Suspicion/allegation of abuse by adult. Report by another person. Anonymous communication. Observation.	Monitor and record in Log (sign and date)
Step 1: CONSULT	
Discuss with the person the options for them to take including reporting the alleged abuse to the police. Consult with Venue Manager and, if necessary, Project Administrator. All can speak informally with Kent Social Services. IMPORTANT - Any consultation should not delay referral	Record (sign and date)
Step 2: TAKE ACTION Do NOT investigate	
Refer to Police where the person is willing, or is unable to defend themselves either because of alcohol or drugs, or where the person is mentally, physically or emotionally unable to cope. Refer also where the subject or another person is at risk of being harmed. The referral should be made by the Volunteer(s) who received the allegations.	Record (sign and date)
Step 3: CONFIRM	
Verbal referrals must be followed by a written referral within 24 hours.	Record (sign and date)
Step 4: COMMITMENT AND REVIEW	
You may be asked to attend a Case Conference or other meetings. You may be required to provide other information as required.	Monitor and record (sign and date)

REMEMBER - DO NOT DELAY

Police are always available.

No details should be given out about the allegations other than to request police assistance for a vulnerable adult.

In an emergency dial 999