

# Adult (Vulnerable) Person Safeguarding Policy & Procedures



LifeLine Church takes seriously its responsibility to nurture, protect and safeguard the welfare of the adults and vulnerable persons entrusted to its care.

## Intentions

- ◆ To create an ethos within LifeLine Church where vulnerable adults are secure, feel able to talk, feel valued, and where the individuals' safety and welfare are paramount.
- ◆ To raise awareness of all employees and volunteers of safeguarding and vulnerable adult protection procedures and to ensure that protection systems are successfully communicated and reviewed annually.
- ◆ To create a systematic means of monitoring, communicating and recording information for any adult or vulnerable person considered to be at risk, ensuring all employees are involved as appropriate.
- ◆ To ensure the information about referrals of vulnerable adults and their families will be treated with the utmost confidentiality and discretion.
- ◆ To proactively promote the safety and welfare of adults and vulnerable persons at all times.

LifeLine Church will ensure that local authority requirements are always adhered to in respect of references and police checks for staff/volunteers and volunteers. All staff/volunteers employed by LifeLine Church in a role that has primary duties that include working with adult and people are exempt from the provisions of the Rehabilitation of Offenders Act 1974.

LifeLine Church has a named person who will co-ordinate any protection issues. This person is [Avril McIntyre](#).

The Designated Safeguarding Lead will ensure that employees and volunteers are aware of the policy and procedures laid out in 'No Secrets: guidance on protecting vulnerable adults from abuse' for making referrals. The Designated Safeguarding Lead will also ensure that staff/volunteers know and understand the procedures within this policy document for reporting and recording any concerns. This will be completed upon induction to the organisation and on a continuing basis in the form of continued Professional development (CPD).

Records of concerns remain confidential and are shared only with those who need to know. If you believe that allegations or suspicions are not being dealt with properly, you have a responsibility to report this to LifeLine Church' Chair of Trustees. If a referral is made to Social Services, reference will be made to London Multi-agency Safeguarding Policy & Procedures 2019 in deciding whether to seek the permission of the Adult's/ person's parents/carers before making the referral.

## **Safeguarding is everyone's responsibility.**

**Adult protection** is a part of safeguarding and promoting welfare. This refers to the activity which is undertaken to protect specific adult who are suffering or are at risk of suffering significant harm. As adults and/or professionals or volunteers, everyone has a responsibility to safeguard adults and promote their welfare.

The safeguarding and promoting of the welfare of a vulnerable adult<sup>1</sup> within the care of LifeLine Church and in particular protecting them from significant harm, depends upon effective joint working between agencies and professionals that have different roles and expertise. Individual adults, especially those most vulnerable and at greatest risk of social exclusion, will need co-ordinated help from health, education, adult's social care, and quite possibly the voluntary sector and other agencies, including police or probation services where necessary.

For those adults who are suffering, or at risk of suffering significant harm, joint working is essential to safeguard and promote welfare of the adult and where necessary to help bring to justice the perpetrators of crimes against adult.

## **Definitions of abuse and neglect**

Abuse and neglect are forms of maltreatment of a Adult. Somebody may abuse or neglect a Adult by inflicting harm, or by failing to act to prevent harm. Adult may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another Adult or Adult.

### **Physical abuse**

This may include hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

### **Sexual abuse**

This may include rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.

### **Psychological abuse**

This may include emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

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<sup>1</sup> *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, or unable to protect him/herself against significant harm or exploitation (No Secrets – section 2.3)*

#### Financial or material abuse

This may include theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

#### Neglect and acts of omission (including self-neglect)

This may include ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect in adult safeguarding refers to an adult's failure to care for themselves, which can endanger their health, safety, and well-being. This includes neglecting personal hygiene, health, or their living environment, and may involve refusing help or accessing services needed for their care. It's a serious issue that can significantly impact an individual's overall well-being and is a safeguarding concern.

#### Discriminatory abuse

This may include race, sex, culture, religion, politics, that is based on a person's disability, age or sexuality and other forms of harassment, slurs or similar treatment, hate crime.

#### Institutional abuse

Institutional abuse, although not a separate category of abuse in itself, requires specific mention simply to highlight that adults placed in any kind of care home or day care establishment are potentially vulnerable to abuse and exploitation. This can be especially so when care standards and practices fall below an acceptable level as detailed in the contract specification.

#### Multiple forms of abuse

Multiple forms of abuse may occur in an ongoing relationship or an abusive service setting to one person, or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm. Any or all of these types of abuse may be perpetrated as the result of deliberate intent and targeting of vulnerable people, negligence or ignorance.

#### Domestic abuse (Women's Aid definition)

Domestic violence is physical, sexual, psychological or financial violence that takes place within an intimate or family-type relationship and that forms a pattern of coercive and controlling behaviour. This can also include forced marriage and so-called "honor crimes". Domestic violence may include a range of abusive behaviors, not all of which are in themselves inherently "violent".

Most research suggests that domestic violence occurs in all sections of society irrespective of race, culture, nationality, religion, sexuality, disability, age, class or educational level.

#### Modern slavery

Modern slavery is a serious and often hidden crime in which people are exploited for criminal gain. It includes human trafficking, slavery, servitude and forced or compulsory labour.

## Children

It is essential that the needs of any children within an abusive or domestic violence situation where there is a vulnerable adult involved are considered and acted upon. Please contact the Lead for Safeguarding or Senior Manager and/or the local Safeguarding Children's team. Please consult LifeLine Church' policy on Safeguarding Children and Young People.

## **Duty of Care Towards Online and Social Media Contact**

We recognise the need to protect vulnerable adults from online abuse and misconduct. Equally, we value the need to protect staff and volunteers from the associated risks. Despite there being limited online contact with vulnerable adults, (due to the nature of our organisation), we will take the following steps to ensure their safety.

We recognise our duty to maintain the safety and security of those in our care. We will do this by:

- Ensuring that any data of a personal or sensitive nature is stored securely and only accessible by appropriate and relevant persons.
- Images used for marketing and advertising purposes, that contain anyone, will not be used without their consent.
- Examining and risk assessing any social media platforms and new technologies before they are used within the organisation.
- We will aim to provide appropriate support, guidance and care for anyone in association with us who receives online abuse or is victim to misconduct.

We are committed to the safety and security of our beneficiaries, and we will continue to take any risks associated with online safety and social media seriously, particularly in regard to the vulnerable adults that we work with.

## **Working in Partnership**

- LifeLine Church follows the principles and guidance laid out in the Care Act 2014, London Multi-agency Safeguarding Policy & Procedures as well as No Secrets Guidance 2000.
- Contact details of the Social Care Adult Assessment Team are available, so that LifeLine Church and Social Services can work together.
- If a referral is made to Social Care, reference will be made to the London Multi-agency Safeguarding Policy & Procedures 2019 in deciding whether to seek the permission of the adult and/or their family/carers before making the referral.

Families/carers of vulnerable adults should be the first point of contact. If a suspicion of abuse is recorded, they are informed at the same time as the report is made unless it is considered that this action would put the adult at further risk of harm. This will be the case where the family member/carer is the likely abuser. In these cases, the investigating officer will inform them.

## **Staff, carers and volunteers**

- ◆ Adequate and appropriate staff/volunteers' resources are provided to meet the needs of vulnerable adults in the care of LifeLine Church.

- ◆ Applicants for posts with vulnerable adults are clearly informed that the positions are exempt from the Rehabilitation of Offenders Act 1974. Candidates are informed of the need to carry out checks before posts can be confirmed.
- ◆ Local Authority requirements in respect of references and Police checks for staff/volunteers and volunteers are adhered to, to ensure that no disqualified or unsuitable person has unsupervised access to vulnerable adults.
- ◆ Volunteers do not generally work unsupervised and if they do, then they come under the same checks as employees.
- ◆ LifeLine Church follows the Care Act 2014 requirements in respect of any person who is dismissed from employment or resigns in circumstances that would otherwise have led to dismissal, for reasons of adult protection concern.
- ◆ All visitor details are recorded.

## **Training**

All adults at LifeLine Church who may come into contact with vulnerable adults are trained to recognise the signs and symptoms of possible abuse. Employees must be aware of the London Multi-agency Safeguarding Policy & Procedures for making referrals. LifeLine Church will ensure that employees know and understand the procedures for reporting and recording concerns. All staff/volunteers that have a role at LifeLine Church which is primarily involves contact with vulnerable adults will be required to attend safeguarding training.

All staff/volunteers involved with safeguarding training requirements will be subject to continuous professional development (the LifeLine Church minimum standard will be a requirement of refresher training every year).

The Designated Safeguarding Lead will update their DSL training every 2 years.

Staff/volunteers training is not only crucial in protecting vulnerable adults, but also makes them aware of how they can protect themselves against allegations.

LifeLine Church believes that those at risk should be given a safe space in which to give feedback and share concerns. We actively seek to create a community who place a high value on listening to one another and deliver a supportive environment. We welcome verbal feedback, as well as giving our customers regular opportunities to feedback through surveys, alongside a 'how are we doing?' feedback boxes in key areas. It is important to us that our beneficiaries feel heard, and any vulnerable adult protection issues are reported to the relevant members of staff.

## **Reviewing the Policy and Procedure**

This policy and procedure will be reviewed every year. Any amendments and changes will be signed off by the Chief Executive, this will include checking telephone numbers, accuracy of personnel details, and any updates required by a change in local or national policy.

## Section 2

### Adult protection procedures

#### Disclosures

A vulnerable adult may choose to disclose something to you. If an Adult discloses information to you, you must follow the following procedure.

- Do not promise confidentiality, you have a duty to share this information and refer to Adult's Social Care Services.
- Listen to what is being said, without displaying shock or disbelief.
- Accept what is said.
- Reassure the adult, but only as far as is honest, don't make promises you may not be able to keep e.g. *'Everything will be alright now', 'You'll never have to see that person again'*.
- Do reassure and alleviate guilt, if the Adult refers to it. For example, you could say, *'You're not to blame'*.
- Do not interrogate the Adult; it is not your responsibility to investigate.
- Do not ask leading questions, ask open questions using TED principles (tell, explain,, describe)
- Do not ask the adult to repeat the information for another member of staff/volunteers.
- Explain what you have to do next and who you have to talk to (see Reporting section).

#### Recording Disclosures:

- Take notes if possible or write up your conversation immediately or as soon as possible afterwards.
- It is essential the following details are recorded:
  - The date/time
  - The place/location
  - Your name and the name of the person disclosing
  - Any non-verbal behaviour
  - A factual account of the disclosure
  - The exact words spoken by the adult. (It is important the wording is not changed or corrected in any way, it must be as closely quoted as possible)

These records are to be signed and dated and kept in a separate confidential file. This information will be shared with Social Services if a referral is made.

#### Reporting Procedures:

Whatever the nature of your concerns, or if a member of staff/volunteers has been involved in a disclosure, this needs to be discussed with the Designated Safeguarding Lead (DSL).

The DSL will discuss the issue, and a decision will be reached whether a referral to Adult's Social Care Services for further advice. It is to be noted that the DSL can contact the appropriate member of the Adults' Safeguarding Partnership for additional advice. If a decision to refer see Appendix 1 for links to the borough's referral procedure.

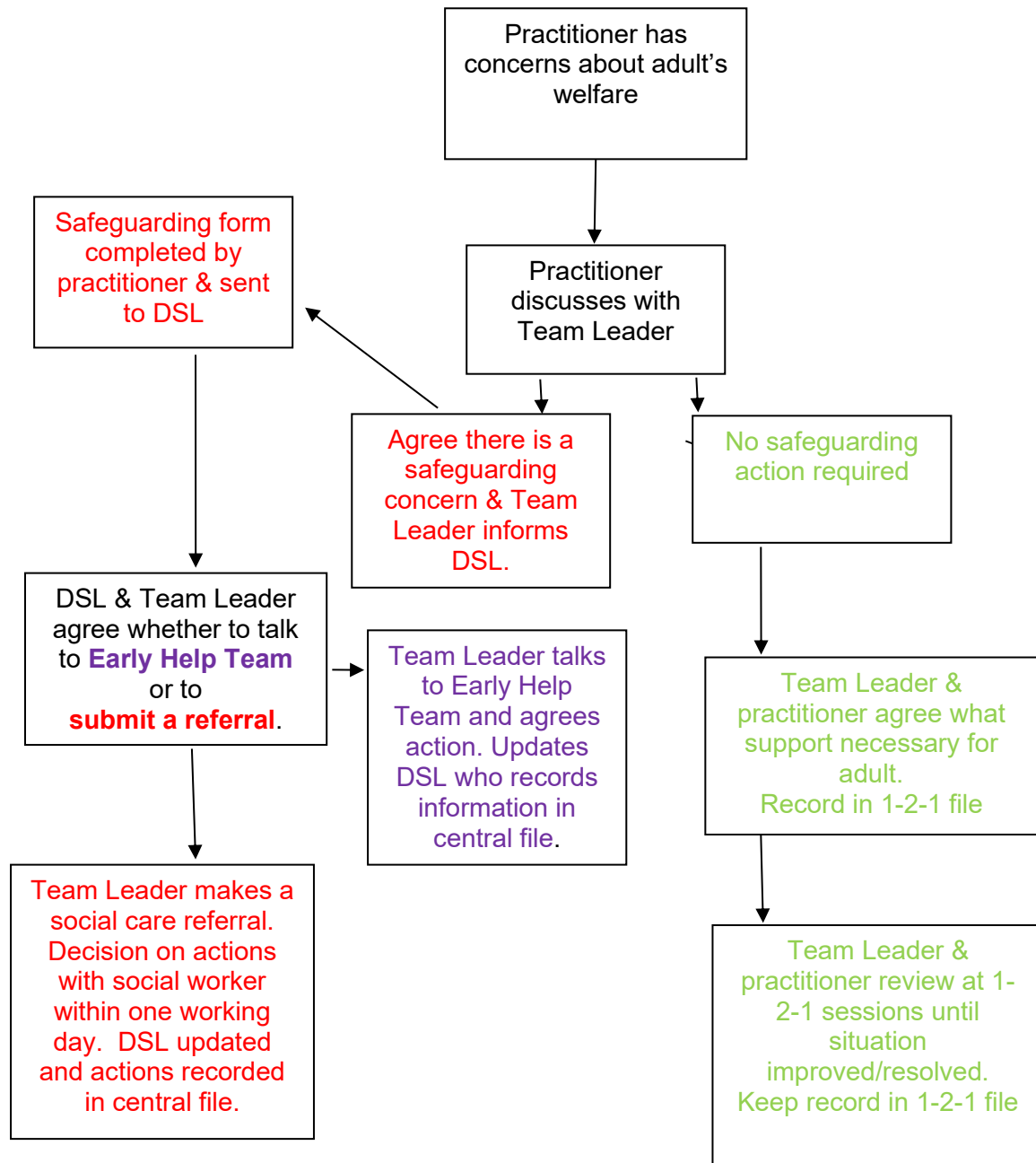
See Reporting System flow chart below.

### **What information will you need when making a referral?**

Please use the LifeLine Church Safeguarding Report form. In this you will be asked to provide as much information as possible, such as the adult's full name, date of birth, address, school, GP, languages spoken, any disabilities the adult may have, details of the parents. Do not be concerned if you do not have all these details, the call still needs to be made.

See Appendix 1

## Flow Chart: Reporting Procedure



## Allegations involving a member of staff/volunteers / volunteer:

LifeLine Church is committed to having effective and safe recruitment and human resources procedures, including conducting all of the necessary CRB checks, and checking of the ISA barred list. All staff/volunteers and volunteers are to make sure they are safe to work with adult. It is an essential element of LifeLine Church policy that all such checks are completed before any member of staff/volunteers or volunteer has any form of access to vulnerable adults even if directly supervised.

If in the course of these checks for either a member of staff/volunteers or a volunteer, a result is returned that raises concerns or is not up to the standard required the matter will be referred to the Chief Executive.

However, there may still be occasions when there is an allegation against a member of staff/volunteers or volunteer. Allegations against those who work with vulnerable adults, whether in a paid or unpaid capacity, cover a wide range of circumstances.

All allegations of abuse of vulnerable adults by those who work with or care for them must be taken seriously. LifeLine Church is required to have a Named Senior Officer who will receive all reports of allegations. Our Named Senior Officer is **Avril McIntyre**. She can be contacted on 0781 3315381.

The following procedure should be applied in all situations where it is alleged that a person who works with adult has:

- Behaved in a way which has or may have harmed a vulnerable adult.
- Possibly committed a criminal offence against or related to a vulnerable adult.
- Behaved towards an adult(s) in a way which indicates that he/she is unsuitable to work with vulnerable adults.

The allegations may relate to the person's behaviour at work, at home or in another setting.

All allegations should be notified directly to the Named Senior Officer, who will then instigate communication of the allegation to the **Barking & Dagenham Local Authority Designated Officer** (LADO) Mike Cullern within one working day. Tel: 020 8227 3934

[mike.cullern@lbbd.gov.uk](mailto:mike.cullern@lbbd.gov.uk)

**Redbridge Local Authority Designated Officer** (LADO is Helen Curtis, 020 8708 5350.

[Helen.curtis@redbridge.gov.uk](mailto:Helen.curtis@redbridge.gov.uk)

The agency Named Senior Officer (**Avril McIntyre**) should receive reports in relation to allegations against those within the organisation. The employee against whom allegations have been made will be suspended from duties if an investigation is required. This is in the best interests of the adult and the employee.

The LADO will discuss the matter with the Named Senior Officer/Team Leader to determine what steps should be taken and where necessary obtain further details of the allegation and the circumstances in which it was made. The discussion should also consider whether there is evidence/information that establishes that the allegation is false or unfounded, whether a referral to the Adult's Social Care is required and/or whether suspension and investigation leading to subsequent disciplinary action is appropriate.

Some allegations will be so serious as to require immediate referral to the Adult's Social Care and the Police, but common sense and judgment must be applied in reaching a decision about what action to take.

If the allegation is not patently false and there is cause to suspect that a vulnerable adult is suffering or is likely to suffer Significant Harm, the LADO will immediately refer the matter to the Adult's Social Care Services and ask for a Strategy Discussion/Meeting to be convened straight away.

Where the safety of other vulnerable adults is in question as a result of the allegation, consideration should be given to invoking the Complex (Organised or Multiple) Abuse Procedure.

Some allegations may be less serious and at first sight might not seem to warrant consideration of a police investigation or enquiries by Adult's Social Care Services. However, it is important to ensure that even apparently less serious allegations are followed up and examined objectively by someone independent of the organisation. Consequently, the LADO should be informed of all allegations that come to the employer's attention and appear to come within the scope of this procedure so that he or she can consult police and social care colleagues as appropriate.

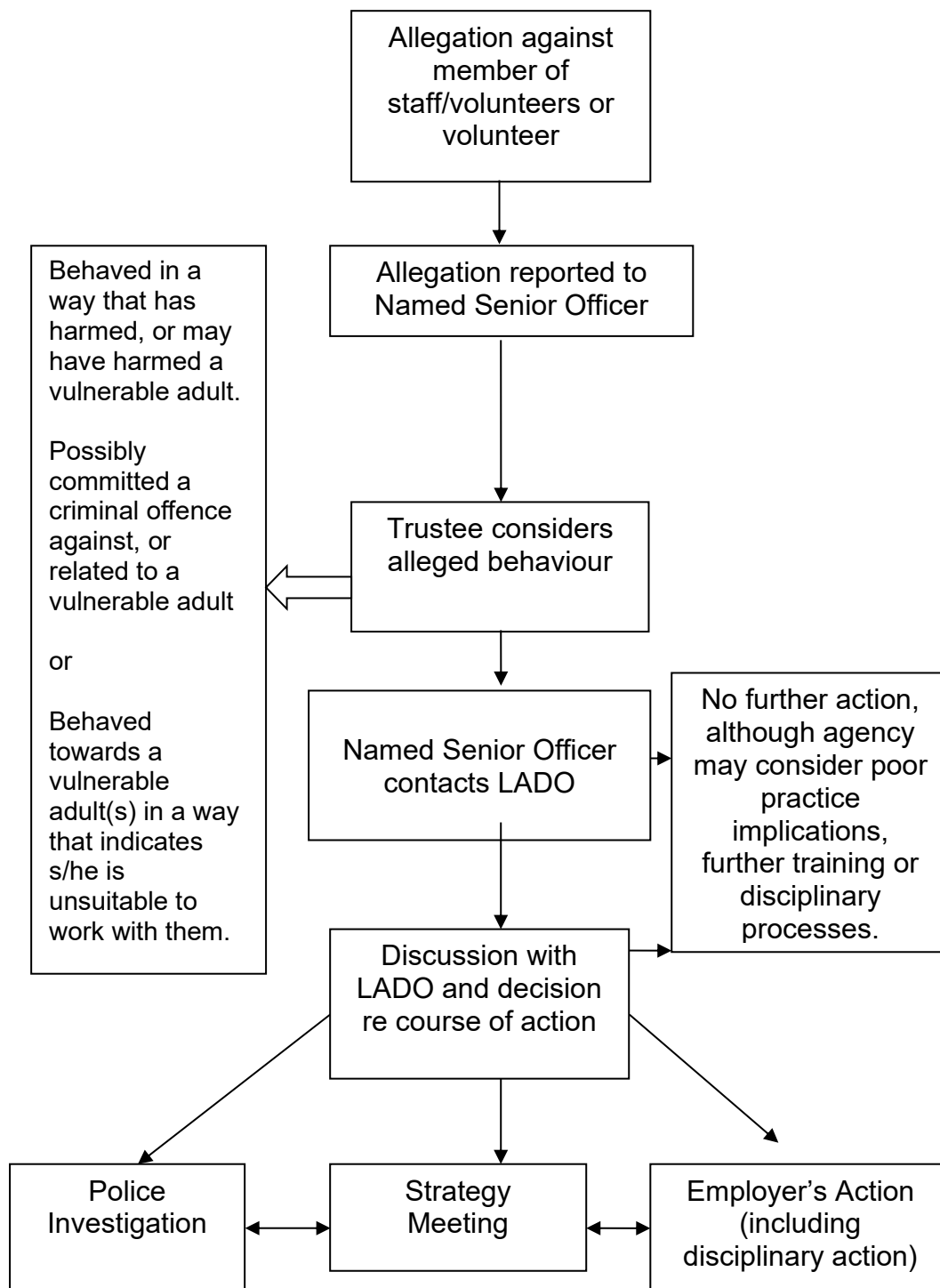
Where a referral is made directly to Adult's Social Care Services, they will consult with the Local Authority Designated Officer (LADO), the Police and the Named Senior Officer.

Where such allegations are made, consideration must be given to the following three strands:

- 1.** Police investigation of a possible criminal offence.
- 2.** Enquiries and assessment by Adult's Social Care Services as to whether the vulnerable adult is in need of protection or in need of services.
- 3.** Consideration by an employer of disciplinary action in respect of the individual.

In addition, such allegations may give rise to complaints of poor practice, which should be considered in line with the agencies' complaints or disciplinary procedures.

## Managing Allegations against Staff/volunteers and Volunteers



Assessment by Adult's Services

LADO tracks progress, monitors outcomes and reports to B&D Adults Safeguarding Board

## **‘Whistle Blowing’**

It is acknowledged that there may be times where the staff ‘witness’ an incident, action or event that may give them cause for concern. We are committed to creating an environment of safety for all and this includes making it easy for staff to raise concerns or questions about the actions or behaviour of another member of staff or volunteers.

All staff are required to share any concerns regarding any staff practices that compromise the safety of the vulnerable adult to their line Team Leader or if the concern relates to the line Team Leader, then to the Designated Safeguarding Lead. Any report will be taken seriously and referred to the Designated Safeguarding lead who will ensure an investigation is held. Any allegation regarding safeguarding which relates to a staff member will be reported to the Local Authority Designated Officer (LADO). Where external authorities are involved and need to conduct their own enquiries, our own investigation will run in parallel without jeopardy to any official enquiries.

## **Confidentiality**

All suspicions and enquiries/assessments are kept confidential and shared only with those who need to know for the purposes of protecting from any likelihood of harm or serious harm. All information passed between LifeLine Church and any other 3<sup>rd</sup> party for the purposes of Safeguarding and Adult protection is subject to LifeLine Church’ confidentiality and our data protection policy.

## **Complaints**

- ◆ All participants are informed of how to complain about a member of staff/volunteers or volunteer’s action within LifeLine Church, which may include allegations of abuse.
- ◆ The guidance contained in the London Adult Protection Board Procedures and the local authority’s Adult Protection Guidelines and Procedures are followed when investigating any complaint against a member of staff/volunteers or volunteer.

## **Support to Families**

- ◆ LifeLine Church believes in cultivating trusting and supportive relations among families, employees and volunteers.
- ◆ LifeLine Church continues to welcome the adult/individual and any family/carers whilst assessment/enquiries are being made in relation to need or abuse in the home situation.
- ◆ Adult protection records kept on vulnerable adult are shared with them and as appropriate their family/carers who have responsibility for the adult. This information may be used in meetings or any safeguarding conferences to form part of an assessment on the vulnerable adult and their family/carers. Similar records will be maintained if the situation involves a vulnerable child.

- ◆ Whilst the care and safety of the adult/individual is paramount, LifeLine Church will do all in its power to support and work with the adult's family/carers.

## **Appendix 1**

**Barking & Dagenham Adult Social Care Team**

**Redbridge Adult Social Care Team**

020 8227 2915

020 8227 2462 (Minicom)  
[IntakeTeam@lbbd.gov.uk](mailto:IntakeTeam@lbbd.gov.uk)

Making a referral  
<https://www.lbbd.gov.uk/form/safeguarding-adults-report-a-con>

020 8708 7333 (Monday to Friday  
9.00am to 5.00pm) or  
0208 553 5825 outside of these  
hours

Making a referral  
<https://eforms.redbridge.gov.uk/redbridge-safeguarding-adults-referral-form/>

**Appendix 2**

**Legal Framework for this policy**

- Care Act 2014
- London Multi-agency Safeguarding Policy & Procedures
- Human Rights Act 1998, the Mental Capacity Act 2005 and Public Interest Disclosure Act 1998
- Data Protection Act 1998, Safeguarding Vulnerable Groups Act 2006, Deprivation of Liberty Safeguards, Code of Practice 2008
- The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they must go about this.
- The Human Rights Act 1998 gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR).
- The Public Interest Disclosure Act 1998 (PIDA) created a framework for “whistle blowing” across the private, public and voluntary sectors. The Act provides almost every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice in accordance with the Act’s provisions.