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**Safeguarding Vulnerable Adults**

**(Including Procedures and Codes of Conduct)**

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# Policy Statement

1. Seeds4Success recognises that vulnerable adults live in families and local communities that can be both sources of support and safety but also danger and risk. We believe that safeguarding is everyone’s responsibility and should be reflected in every aspect of our work with vulnerable adults.
2. Safeguarding vulnerable adults includes:

* Protecting their rights to live in safety, free from abuse and neglect.
* People and organisations working together to prevent the risk of abuse or neglect, and to stop abuse or neglect from happening.
* Making sure people's wellbeing is promoted, taking their views, wishes, feelings and beliefs into account.

1. The welfare of every vulnerable adult in contact with the charity remains our priority at all times. Due regard has been had to the following additional primary legislation and relevant national and local guidance:

* Care Act 2014 (England),
* The Adult Support and Protection (Scotland) Act 2007,
* The Social Services and Well Being (Wales) Act 2014,
* Adult Safeguarding: Prevention and Protection in Partnership, July 2015,
* Inter Agency Safeguarding Adults: Adult Protection Policy 2016-18, Health and Social Care Act 2008, (Regulated Activities) Regulations 2014;
* Modern Slavery Act 2015.
* Counter-Terrorism and Security Act (2015)
* Safeguarding Vulnerable Groups Act 2006
* Care Act 2014
* Revised *Prevent* Duty Guidance: for England and Wales (Home Office July 2015)

1. Seeds4Success is committed to promoting the welfare and safety of all who come into contact with it, regardless of age, culture, religion, gender, sexuality or disability.
2. Seeds4Success will respect the confidentiality of vulnerable adults within clearly defined boundaries which are explained to all service users. They should be supported to give and receive personal information responsibly and in the knowledge of the possible consequences of doing so with reference to our Confidentiality Policy.
3. Seeds4Success recognises the need for working in partnership (including appropriate information sharing) with other agencies in order to protect vulnerable adults.
4. Seeds4Success will ensure that all staff and volunteers, including young leaders (18+) supporting a group, are selected, trained and supported appropriately.
5. Seeds4Succes will assess all risks carefully and take all reasonably practicable steps to avoid, minimise or manage them as appropriate.
6. Vulnerable adults working with children and young people either as a leader or a participant, will be assessed for any risk to themselves or others in the group and if necessary, a risk assessment will be completed, and if appropriate, a risk management plan will be actioned. The sessions a young leader (18+) or vulnerable adult can attend may be limited by this management plan.
7. Vulnerable adults will be treated with dignity and respect at all times. Seed4Success will support vulnerable adults using its services to tackle behaviour that is characterised by discrimination, bullying, aggression, intimidation, verbal or physical abuse.
8. Seeds4Success will review this policy and the relevant procedures regularly in consultation stakeholders.
9. Seeds4Success will ensure that all staff and volunteers working with or who come in regular contact with vulnerable adults will have an enhanced DBS check.
10. Seeds4Success will ensure that all young leaders (18+) and vulnerable adults (18-25) supporting groups of children and young people have an enhanced DBS check.

**Definitions**

* A **Vulnerable Adult** (with S4S) is 18-25 years of age and has a need for care and support (whether or not the local authority is meeting any of those needs); is experiencing, or is at risk of, abuse or neglect; as a result of their care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.
* **Children and young people** are the terms applied to people under the age of 18. This includes participants and peer leaders who support groups.
* **Peer leaders** are young people under the age of 18 who support the staff or volunteer leaders with the delivery of group sessions.
* **Young leaders** are young adults (18 years of age or older) who have been involved with the charity as a young person and now support the staff or volunteer leaders with the delivery of group sessions.
* **Physical Abuse** is causing physical injury or failing to prevent physical injury or suffering. It may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a carer feigns the symptoms of, or deliberately causes ill health to a vulnerable adult they are looking after, gives the wrong (or no) medication, restraining someone or only letting them do certain things at certain times.
* **Domestic Abuse** includes psychological, physical, sexual, financial or emotional abuse. It also covers so-called ‘honour’ based violence.
* **Psychological Abuse** is the persistent emotional ill treatment of a vulnerable adult. It can include threats, verbal attacks, shouting and rejecting behaviour. It may involve conveying to vulnerable adults that they are worthless, unloved or inadequate, or valued in so far as they meet the needs of another person. Emotional abuse may also include threats of abandonment, depriving someone of contact with someone else, humiliation, blaming, controlling, intimidation, putting pressure on someone to do something, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or support networks. All abuse is likely to have an emotional abuse element
* **Neglect** is the persistent failure to meet the basic physical and/or psychological needs of a vulnerable adult. It may involve a carer failing to provide adequate food, shelter and clothing, failing to protect from physical harm or danger, failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to basic emotional needs, failure to provide access to educational services.
* **Sexual Abuse** includes rape and forcing or enticing vulnerable adults to take part in sexual activities they did not consent to or was pressured into consenting to. The activities may involve physical including penetrative and non-penetrative acts. They may include non-contact activities such as involving vulnerable adults in looking at or in the production of pornographic material or watching sexual activities or encouraging vulnerable adults to behave in a sexually inappropriate way. Sexual abuse can also include indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo and taking sexual photographs.
* **Online abuse** is any type of abuse that happens on the internet, facilitated through technology like computers, tablets, mobile phones and other internet-enabled devices (Department for Education, 2018; Department of Health, 2017; Scottish Government, 2014; Welsh Assembly Government, 2018). This may involve abuse such as: bullying/cyberbullying, emotional abuse (this includes emotional blackmail, for example pressuring vulnerable adults to comply with sexual requests via technology), sexting (pressure or coercion to create sexual images), sexual abuse, sexual exploitation. Vulnerable adults can also be **groomed online**: perpetrators may use online platforms to build a trusting relationship with the vulnerable adult in order to abuse them. This abuse may happen online or the perpetrator may arrange to meet the vulnerable adult in person with the intention of abusing them.
* **Radicalisation** refers to the process by which a person comes to support terrorism and forms of extremism leading to terrorism. Holding extremist views is not, in and of itself, a crime nor is it a safeguarding concern discovering and forming opinions about the world and society is a key part of normal development. Concerns for the safeguarding arise when the means to engage vulnerable adults with an extremist agenda, use abusive approaches, or when extremist views are used as justification for violent acts – which cause harm to the vulnerable adult. Inciting a person to commit an illegal act in the name of any belief is in itself an offence. Various offences may be committed as part of extremism arising through spoken words, internet entries and publications. An adult demonstrating extremist tendencies must be considered to be vulnerable and appropriate support under the Prevent Strategy will be sought. Appropriate support could involve referring the child or young person to Channel. (see Appendix 1)
* **Discriminatory abuse,** including that based on a person’s ethnic origin, religion, language age, sexuality, gender, disability, and other forms of harassment, slurs or similar treatment.
* **Financial or material abuse,** including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation or property, possessions or benefits.
* **Institutional abuse;** indicated by repeated instances of unsatisfactory professional practice, pervasive ill treatment or gross misconduct indicating an abusive climate. This includes neglect and poor care in an institution or care setting such as a hospital or care home, or if an organisation provides care in someone’s home. The abuse can be a one-off incident or repeated, on-going ill treatment.
* **Self-neglect** happens when someone is not caring for their own personal hygiene, health or surroundings. It may include hoarding.
* **Forced marriage** happens across all cultures. It’s when someone is pressured into an arranged marriage or forced to marry someone they haven’t freely chosen. It can also happen if someone lacks the mental capacity to make their own choices. If we suspect abuse involving a forced marriage, we will refer the matter to the Forced Marriage Unit.
* **Modern Slavery** covers slavery (including domestic slavery), human trafficking and forced labour. Traffickers and slave masters use whatever they can to pressurise, deceive and force individuals into a life of abuse and inhumane treatment.
* **Abuser**. Perpetrators of abuse are not confined to any section of society and may be people who hold a position of trust, power or authority in relation to a vulnerable adult. A person who abuses may be:
  + a member of staff, proprietor or service manager
  + a member of a recognised professional group
  + a volunteer or member of a community group such as a place of worship or social club
  + a service user or vulnerable adult
  + a spouse, relative or member of the person’s social network
  + a carer
  + a neighbour, member of the public or stranger
  + a person who deliberately targets vulnerable adults
* **Designated Safeguarding Person** is the term for the person in an organisation responsible for dealing with concerns or allegations of abuse. At Seeds4Success the Designated Person is Jaki Farrell and the member of Seeds4Success committee responsible for safeguarding is Andy Noble.

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# Roles

Trustees:

A named Trustee should take responsibility for leading on Safeguarding issues and undertake appropriate training to remain updated on current developments. All board/ committee members should satisfy itself that:

* The roles outlined in this policy are being undertaken appropriately.
* An appropriate Safeguarding induction, support and training programme is implemented.
* Recruitment procedures safeguard children and young people’s welfare.
* There is adequate financial support for the services and activities offered in order for the Service to operate effectively and safely.

Designated Safeguarding Worker:

This should be a senior member of staff or committee member and all staff, volunteers and young leaders (18+) service users should be made aware of who the Designated Safeguarding Worker is, their role and when they are available.

The Designated Safeguarding Worker has the following responsibilities:

To ensure that this policy is implemented and is adhered to at all times.

To be familiar with and have an understanding of all relevant legislation.

To liaise with the Local Safeguarding Vulnerable People’s Partnership (SVPP), Social care and Mental Health Teams.

To ensure that safeguarding is part of Seeds4Success working culture.

To arrange appropriate training and support for all relevant workers and volunteers.

To provide support during and after incidents involving safeguarding and referrals to Social Care, Mental Health Teams or the police.

To provide the Board of Trustees and Committee with appropriate information on the number and outcomes of incidents or concerns involving safeguarding children and young people as requested.

All workers, volunteers and young leaders (18+) should:

1. Adhere to all points as laid down in this document and related procedures (See below).
2. Report any incidents or concerns regarding children and young people’s well-being or safety to the Designated Safeguarding Worker, or their Line Manager as appropriate.
3. PREVENT **-** Any young person in danger of radicalisation or demonstrating extremist tendencies is deemed to be vulnerable and appropriate support under the Prevent strategy will be sought. Appropriate support could involve referring the child or young person to Channel.
4. Support Sessions to actively discuss Safeguarding issues and develop best practice.
5. Attend induction and other training courses and ongoing training in Safeguarding.

**Implementation**

All Seeds4Success staff, volunteers and young leaders (18+) will be briefed on the policy annually and must agree to apply it in practice. The policy is deemed to be incorporated in the contract of employment and it is a condition of service with Seeds4Success that the staff and volunteers understand and operate the policy fully. All staff and volunteers will be given a copy of this policy; a copy will be freely available to other groups involved in any events or meetings held by Seeds4Success.

**Training and support**

In order to safeguard children and young people, Seeds4Success training and support process will reflect the following points:

1. All workers should be provided with a clear Job or Role Description, detailing
   1. their responsibilities,
   2. the line management structure around their role
   3. the boundaries around their role
   4. a requirement to work within these procedures
2. Induction should include information on these procedures appropriate to the role as well as clarification of the worker’s Job or Role Description.
3. Support sessions and Appraisals should include exploring the worker’s understanding of Safeguarding policies and procedures.
4. Workers should be trained in Safeguarding within 6 months of appointment and this should be refreshed at least every 3 years or sooner if appropriate. The Designated Officer should complete refresher training on an **annual** basis (sought from the Local Safeguarding Vulnerable Peoples Partnership where possible)
5. Paid workers should be encouraged to gain an appropriate qualification. NVQ Level 2 or equivalent is the recommended minimum.
6. We will continue to DBS check our staff and volunters and respond to new guidance as it emerges.

**Indicators that could constitute cause for concern:**

(This list is not exhaustive, and these factors will not always provide grounds to suspect abuse or neglect on their own.)

* **Indicators of Discriminatory Abuse** can include: lack of respect shown to an individual; failure to respect dietary needs; failure to respect cultural and religious needs; signs of a substandard service offered to an individual; exclusion from rights and services afforded to citizens e.g. health, education, employment, criminal justice and civic status.
* **Indicators of Physical Abuse** can include: any injury not fully explained by the history given; injuries inconsistent with the lifestyle of the vulnerable adult; bruises and/or welts on face, lips, mouth, torso, arms, back, buttocks, thighs; cluster of injuries forming regular patterns or reflecting shape of article; burns, especially on soles, palms or back, immersion in hot water, friction burns, rope or electrical appliance burns; multiple fractures; lacerations or abrasions to mouth, lips, gums, eyes, external genitalia; marks on body, including slap marks, finger marks; injuries at different stages of healing; medication misuse; inappropriate restraint.
* **Indicators of Sexual Abuse** can include: significant change in sexual behaviour, language or outlook; pregnancy in a woman who is unable to consent to sexual intercourse; wetting or soiling explained responses to personal/medical care tasks; signs of withdrawal, depression and stress full or partial disclosure or hints of sexual abuse; overly sexualised language; unusual difficulty in walking and sitting; pain or itching, bruises or bleeding in genital area; sexually-transmitted disease, urinary tract/vaginal infections; psychosomatic disorders- stomach pains, excessive period pains.
* **Indicators of Psychological Abuse** can include: change in appetite; low self esteem, deference, passivity and resignation; unexplained fear, defensiveness, ambivalence; emotional withdrawal; sudden change in behaviour; person managing care uses bullying, intimidation or threats to induce desired behaviour.
* **Indicators of Financial Abuse** can include: unexplained sudden inability to pay for bills or maintain lifestyle; person lacks belongings or services they can clearly afford; recent acquaintances expressing sudden or disproportionate affection for a person with money or property; lack of records and accounting of where money spent; unusual or inappropriate bank account activity; power of attorney or enduring power of attorney obtained when person is unable to comprehend and give consent; withholding money; recent change of deeds or title of property; unusual interest shown by family or others in the person or the person’s assets; person managing financial affairs is evasive or uncooperative; selling or offering to sell possessions of a vulnerable adult who does not have the capacity to consent or know the full value of those possessions.
* **Indicators of Neglect** can include inadequate heating and/or lighting; inappropriate, old or shabby clothing; sensory deprivation, not allowed to have hearing aid, glasses or other aids to daily living; physical condition is poor; clothing in poor condition e.g. unclean, wet, ragged; inadequate physical environment; constantly dirty, tired or hungry; untreated injuries or medical problems; inconsistent or reluctant contact with health or social care agencies; failure to engage in social interaction; malnutrition when not living alone; failure to give/offer prescribed medication; poor personal hygiene.
* **Indicators of Institutional Abuse** can include: inappropriate or poor care; misuse of medication;
* inappropriate restraint; sensory deprivation e.g. denial of use of spectacles, hearing aid etc; lack of recording on client files; lack of respect shown to person; denial of visitors or phone calls; restricted access to toilet or bathing facilities; restricted access to appropriate medical or social care; lack of privacy or failure to ensure appropriate privacy or personal dignity; lack of flexibility and choice e.g. mealtimes and bedtimes, choice of food; lack of personal clothing and possessions; lack of adequate procedures e.g. for medication, financial management
* controlling relationships between staff and service users; poor professional practice; lack of response to complaints.
* **Other Indicators**
* A vulnerable adult who displays sexualised, aggressive, depressive or withdrawn behaviour or who is fearful of others, runs away from home frequently or flinches when touched or approached.
* A vulnerable adult who self-harms.
* A vulnerable adult suddenly has new clothes, material items and possessions but does not have the means or clear explanation of where they have come from
* Conflicting accounts of injury/ medical treatment/ absence.
* Any disclosure by a vulnerable adult that indicates abuse/ neglect.
* A vulnerable adult expressing extreme or radical views, displaying symbols linked to known cause (e.g. Swastika for far-right groups) or talking about imminent harm to a particular group. For further information specifically related to PREVENT refer to:

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/425189/Channel_Duty_Guidance_April_2015.pdf>

* Other forms of abuse (e.g. Domestic Violence, child abuse and cruelty to animals) may highlight that adult abuse may be taking place.

**Procedures**

**Whenever there is cause for concern follow these steps:**

If in doubt, raise concerns with your Designated Safeguarding Worker involving colleagues where necessary on a need to know basis.

Avoid acting alone except in emergencies.

Follow Seeds4Sucess Lone Working and Confidentiality procedures.

* It is **not Seeds4Success** role to decide whether abuse/ neglect has or has not taken place.

With regard to concerns around radicalisation or extremist behaviour if the Designated Safeguarding Office judges the child or young person to be in immediate danger or likely to act imminently then the Police will be called otherwise advice from CHANNEL will be sought. Persons may be referred to CHANNEL via Police using emergency or non-emergency numbers as appropriate.

Any person from any service working with vulnerable adults must be aware of the potential for adult abuse. Anyone who has a suspicion or a concern that abuse may have taken place, or might take place if no preventative measures are taken, is an **‘Alerted Person’**. It is essential that any allegation of abuse is taken seriously however insignificant it may seem.

**Making an Alert**

The Alerted Person **must** contact the Designated Safeguarding Worker who will contact one of the appropriate Adult Care Teams i.e.

Adult Social Care - Social Services,

Department of Adult and Community Services

Community Teams for People with Learning Disabilities,

Hospital Social Work Teams,

Mental Health Teams,

Or contact:

The Vulnerable Persons Units Police

Out of hours or at weekends the Emergency Duty Services or Duty Inspector for the Police.

Wiltshire Police non-emergency number 101.

Emergency Duty Service number (Social Services out of hours) 0845 607 0888.

If you are working outside of Wiltshire with a vulnerable adult (e.g. on a residential) then you will need to ensure that you have the relevant Police and EDS numbers to hand.

**During Office Hours:**

**Social Care Helpdesk**:

**045 603 11570**

8.30am – 5.20pm Mon -Thursday: 8.30am - 4.20pm Friday

**Avon and Wiltshire Partnership Mental Health NHS Trust**

9.00am – 5.00pm

Salisbury (Under 65) **01722 820116 (or Rural: 744997)**

West Wilts (Under 65) **01225 354354**

**Police Vulnerable Adults Unit**

North and West Wilts. **01249 449760**

Kennet and Salisbury **01722 435225**

**Out of Hours Service (and weekends and Bank Holidays):**

Emergency Duty Service 5.00pm – 9.00am **0845 6070888**

**Police Out of Hours 01380 722341 (Request Control Room)**

**If your concern is based on a disclosure by a vulnerable adult:**

Do not promise confidentiality but reassure the person that the information will only be passed when this is necessary to help them. The vulnerable adult may wish to retract the disclosure. This usually reflects the anxiety they feel about the consequences of the disclosure and **should not** be taken as an indication that the original disclosure was false.

Listen and do not prevent the vulnerable adult who wants to talk about what has happened from doing so but do not ask leading, interrogating or probing questions. You do not need to know all of the details – this is the role of Social Care/Police.

Reassure the adult that they were right in telling you, acknowledge any distress or difficulty in disclosing and explain what will happen next and who will be informed.

**If your concerns are based on a disclosure by a parent/carer or other member of the public:**

Explain what will happen next and who will be informed, unless doing so could lead to further harm to a vulnerable adult. Follow the steps below.

**If the vulnerable adult is in immediate danger, follow these steps:**

Do not place yourself in danger.

Contact the police by dialling 999

In an emergency, get medical help.

**Refer** the vulnerable adult to your local Social Care Team or Metal Health Team (Emergency Duty Service if out of office hours). Discuss any future action with them e.g. contacting the police, contacting parents/carers, arrangements for immediate care of the vulnerable adult if needed.

Contact carer (if appropriate) unless this could place the young person at further risk of harm.

As soon as possible, **inform** theDesignated Safeguarding Worker or, if they are not available, the lead Trustee for safeguarding.

**Designated Safeguarding Workers**

**Primary designated worker**

Jaki Farrell - 07585723824

**Lead Trustee**

Andy Noble - 07516471595

Once the child or young person is no longer in immediate danger, follow the steps below:

**If the vulnerable adult is not in immediate danger - or once immediate danger has passed:**

**Always** inform the Designated Safeguarding Worker. (If you cannot contact them, seek support from colleagues, continue with these steps and inform the Designated Worker as soon as possible.)

**If you are unsure of whether to refer to the Multi Agency Safeguarding Hub (MASH):**

1. Discuss your concerns with the Designated Safeguarding Worker. Raise your concerns with the vulnerable adult and their carer (if appropriate) if it is safe to do so.
2. If the staff team is satisfied that there are no grounds on which to make a referral, record all concerns and actions and continue to monitor the situation.
3. If still unsure, seek advice from your local Social Care Team or Mental Health Team.

**If you decide to refer:**

1. Once a decision to refer has been made, the referral should take place **immediately**, using the local Social Care Team’s Emergency Duty Service if out of office hours (after 5pm or on weekends or bank holidays).
2. Give as full an account of the relevant facts as possible.
3. A referral to Social Care can be made by any worker at any time. Disagreements between workers should be discussed with a more senior member of staff. No worker shall attempt to prevent another from making a referral.
4. Senior staff should, with the referral agency, plan any future actions needed with them e.g. suspension of a member of staff, contacting the police, contacting carer(s), arrangements for immediate care of the vulnerable adult if needed.

**After an incident/ referral:**

1. As soon as possible, **record** the time, setting and details and any other witnesses to the conversation using the appropriate form. Use the vulnerable adult’s own words as much as possible. Do not include your own opinions or interpretation, only facts. Pass this information on to the Social Care team within 24 hours of the verbal referral.
2. Record what happens and is said. Begin to plan subsequent support for the vulnerable adult.
3. If you have not heard from Social Care within three working days of the referral, follow this up by phone.
4. Your Line Manager & Designated Safeguarding Worker will provide you with ongoing support with any concerns you have at the earliest opportunity.

**If allegations have been made about a worker, volunteer or young leader (18+, including vulnerable adults):**

1. **Always** inform the Designated Safeguarding Worker and your Line Manager as appropriate.
2. Ensure the immediate safety of children and young people - you may need to ask the worker, volunteer young leader or vulnerable adult to leave or to call the police.

**Inappropriate Advances:**

Vulnerable adults can sometimes make suggestive approaches to another adult. Sometimes inappropriate physical contact can happen quite accidentally. It is vital that the leader takes responsibility to:

* Inform the vulnerable adult that their language or behaviour is unacceptable.
* Inform the Designated Person about the incident
* Record the incident in case accusations are made later
* Consult with the Designated Person in deciding what actions should be taken to help the vulnerable adult and prevent a re-occurrence

**Dealing with Concerns or Allegations:**

If you suspect a vulnerable adult is being abused:

* Immediately inform the Designated Person
* Record the facts as you know them and give a copy to the Designated Person
* Ensure that no aspect of Seeds4Success’s activities could cause further concern

If a vulnerable adult discloses to you abuse by someone else:

* Allow the vulnerable adult to speak without interruption, accepting what is said.
* Attempt to alleviate feeling of guilt and isolation, whilst passing no judgement.
* Advise that you will try to offer support, but that you must pass on the information given.
* Then take the steps, as above, in suspecting a vulnerable adult is being abused.

If you receive an allegation about an adult or about yourself:

* Immediately tell the Designated Person
* Record the facts as you know them and give a copy to the Designated Person.
* Try to ensure that no-one is placed in a position which could cause further compromise

**You must refer. You must not investigate.**

Facts to be recorded when a disclosure or allegation of abuse is made:

1. Name of the vulnerable adult and parent or carers details if appropriate.
2. Vulnerable adult’s address and relevant telephone numbers.
3. What is said to have happened or what was seen and heard.
4. When did it occur? Who else, if anyone, was there?
5. What evidence of abuse can be recorded? (See Definitions)
6. Who was involved in the incident, and in what way?
7. What was said by those involved?
8. If the vulnerable adult was able to say what happened, how did they describe it?
9. Were the parents or carers informed? If so by whom and when?

**Confidentiality Statement**

All staff and volunteers within Seeds4Success have made a commitment to confidentiality in their work with vulnerable adults. This will be honoured in their youth work practice and in the charity’s governance. We recognise that that a willingness to confide on the part of the vulnerable adult is an important step in establishing a productive relationship, and that this is often based on the young person’s belief that information is imparted in confidence.

Youth workers and volunteers are expected to:

• Keep proper records as expected in good youth work practice and ensure that files or other documents are stored in a safe and secure manner

• Encourage a vulnerable adult to allow his/ her parent/carer to be consulted or relevant statutory/ non-statutory authority where appropriate

• Liaise with colleagues where appropriate thus ensuring the best interests of the vulnerable adult are being upheld in any advice or support given and seek guidance from management or designated safeguarding officer if they are unsure

• Report all allegations of abuse to the Seeds4Success designated safeguarding officer

• Inform the vulnerable adult that they cannot guarantee absolute confidentiality and there may be a need to break a confidence if there is:

- a serious threat of harm to the vulnerable adult or others

- consent from the vulnerable adult to disclose

- a legal requirement such as a court order

All staff and volunteers are aware that if the last three points are not applicable and a confidence is broken then appropriate action will be taken against them in line with Seeds4Success’s disciplinary procedures.

**Use of photographic/filming equipment**

Seeds4Success may use photographs or video footage of vulnerable adults engaged in their programmes to promote the work of the charity. Consent must be obtained from the vulnerable adult involved before these images can be used in a public domain e.g. website, flyers, newspaper report, social media, etc

All staff and volunteers should be vigilant to any person, including young leaders and vulnerable adults, taking photographs or video without the necessary consent and any concerns should to be reported to the Seeds4Success Safeguarding Officer.

**Online safety and the use of social media**

Seeds4Success may use the internet and social media as a medium for communication with young people as well as a tool for promoting its work. vulnerable adults are involved in the design and management of all means of social media linked to the charity. Through youth work practice vulnerable adults are educated in the safe use of the internet and social media and encouraged to report any concerns to youth work staff. Before accessing the WIFI password or any online devices through Seeds4Success young people are asked to read and sign an Acceptable Use Agreement.

Staff, volunteers and young leaders/vulnerable adults are expected to adhere to the Seeds4Success Internet Use & E-safety Policy as well as the Seeds4Success Social Network Policy and are also required to read and sign an Acceptable Use Agreement. All staff and volunteers work in line with the codes of conduct outlined below.

**Codes of Conduct**

1. All workers must understand and abide by Seeds4Success Confidentiality Statement.
2. Where workers’ behaviour does not fall within these guidelines, the worker will be considered guilty of misconduct or gross misconduct and their Line Manager will instigate Seeds4Success Disciplinary Procedure.
3. Workers must do everything possible to protect those using the service from discrimination, bullying, aggression, intimidation or verbal or physical abuse.
4. Workers should not be alone with a vulnerable adult, unless this is
   1. a necessary part of supporting that individual **and**
   2. recorded appropriately **and**
   3. discussed with the vulnerable adult, the Charity Director / Lead Safeguarding Trustee and the young person’s parent/ guardian/carer if appropriate.

Workers must ensure that they are aware of and ensure that relevant guidance in the lone working policy is adhered to and taken into account.

1. Unless pre-planned, workers should not give a vulnerable adult a lift in their own car without prior arrangements being made with the vulnerable adult, their guardian/carer if appropriate, and the worker’s line manager, except in emergency.
2. Unacceptable behaviour includes:
   1. Inviting vulnerable adults into the worker’s own house.
   2. Abuse of trust: While it is always an offence for any adult to engage in sexual activity with a young person under 16, it is also unacceptable and possibly an offence (an “abuse of trust”) for a worker to have an intimate relationship with a young person aged 16-18 or vulnerable adult (18+) when the adult holds a “position of trust” over the young person or vulnerable adult.
3. Any language or behaviour that is inappropriate to the worker’s relationship with a vulnerable adult
4. Support of a physical or intimate nature should only be provided by a worker if
   1. It is absolutely necessary, due to an individual’s disability,
   2. recorded in the vulnerable adult’s case notes **and**
   3. consented to by the vulnerable adult and their parent/ guardian/carer if appropriate

**or** a necessary response to an emergency situation, in which case parents/ guardians/ carer should be fully informed as soon as possible.

1. Staff should not engage in personal social media relationships with vulnerable adults that they are working with in a professional capacity. Examples of this would include:
2. Snap chatting images to vulnerable adult
3. Accepting vulnerable adult as friends on Facebook
4. Following or being followed on Twitter

If there is a justified professional need for such relationships these must be clearly identified through a work medium such as the Seeds4Success Facebook page, S4S phones. If there is evidence of a pre-existing outside of work relationship between staff member / volunteer, such as family relationship / friendship this must be declared to the S4S Safeguarding Officer at the time of appointment.

1. Friendships, including social media relationships, between young people and young leaders (18+), and vulnerable adults can occur. Staff and volunteers should be vigilant and aware of and actioning any individual risk assessment or management plan. If they become aware of any potentially inappropriate relationships being formed or developed, details should be passed to the charity director

**Concerns about a worker’s behaviour**

1. All workers have access to Seeds4Success written Disciplinary and Grievance procedures in place for all workers.

Where team members or line managers are concerned that a vulnerable adult is at risk of physical or psychological injury due to the practice of another member of staff, their concerns must be passed on. The initial point of contact should be their line manager who will then liaise with appropriate personnel. When an allegation is made against a worker, they will receive support during the process of verifying or disproving the allegation from an appropriate member of staff or other professional as agreed with their Line Manager. This support must not jeopardise any investigation or put children and young people at risk.

**Whistle-blowing**

1. Workers should report concerns in confidence to Seeds4Success designated worker or Trustee. If neither is appropriate and the concern relates to safeguarding children and young people, the worker should seek advice from their local Multi Agency Safeguarding or Local Safeguarding Children Board.

2. Workers’ concerns will be treated in confidence and will be investigated and acted upon in a manner that respects the worker’s confidentiality. The process will avoid harassing the worker or treating them unfairly. Line managers are responsible for ensuring that the person raising concerns does not suffer reprisals from colleagues.

3. Where such reports are made in good faith, the worker will not be penalised, regardless of the accuracy of the report.

4. Where workers make allegations maliciously, they will be subject to disciplinary proceedings.

5. Please refer to the Staff Handbook, Volunteer Policy or Volunteer Mentor Policy for more information about whistleblowing.

6. Please refer to the Gov.UK website for more information: <https://www.gov.uk/guidance/report-serious-wrongdoing-at-a-charity-as-a-worker-or-volunteer>

7. The charity Protect ( <https://protect-advice.org.uk> / ;Tel: 020 3117 2520; email: [whistle@protect-advice.org.uk](mailto:whistle@protect-advice.org.uk) ) can also give confidential advice to you regarding the disclosure of wrongdoing in the workplace.

**Signed: Andy Noble**  **Lead Trustee**

**Date: 25/3/21**

**Review Date: October 2022**

**Appendix 1 – Channel**

Channel is part of the Prevent strategy. The process is a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into terrorism. Further information can be accessed by following the link below:

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/425189/Channel_Duty_Guidance_April_2015.pdf>

Channel is a programme which focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. The programme uses a multi-agency approach to protect vulnerable people by:

• identifying individuals at risk

• assessing the nature and extent of that risk

• developing the most appropriate support plan for the individuals concerned

• Sections 36 to 41 of the Counter-Terrorism and Security Act 2015 set out the duty on local authorities and partners of local panels to provide support for people vulnerable to being drawn into any form of terrorism.

This guidance has been issued under sections 36(7) and 38(6) of the act to support panel members and partners of local panels.

The document:

• provides guidance for Channel panels

• provides guidance for panel partners on Channel delivery (that is, those authorities listed in Schedule 7 to the Counter-Terrorism and Security Act 2015 who are required to co-operate with Channel panels and the police in carrying out their functions in Chapter 2 of Part 5 of the Counter-Terrorism and Security Act 2015)

• explains why people may be vulnerable to being drawn into terrorism and describes signs to look for

• provides guidance on the support that can be provided to safeguard those at risk of being drawn into terrorism

Channel may be appropriate for anyone who is vulnerable to being drawn into any form of terrorism. Channel is about ensuring that vulnerable children and adults of any faith, ethnicity or background receive support before their vulnerabilities are exploited by those that would want them to embrace terrorism, and before they become involved in criminal terrorist activity.