

## **SAFEGUARDING ADULTS AND YOUNG PEOPLE POLICY**

WSS provides services to people from the age of 16 upwards. In recognising, that there are common requirements in both vulnerable adults and young people it is not the intention to dilute the requirement of either as it is recognised that with both young people and adults there is a requirement to ensure their rights to live a life free from abuse and exploitation are protected. This Policy outlines the organisation's commitment to upholding those rights and sets out a proactive approach to protect all vulnerable groups.

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**The Nominated Officer for Work Stress Solutions is:**

**Parvin Ahmed (Manager)      Mob: 07759303225**

**Other responsible are Steven Desborough (Trustee), Phillip Haynes (Trustee), Smita Bhayani (Volunteer Co-ordinator)**

**Multi-Agency Safeguarding Hub (MASH) on 0300 470 910 (Out of hours: 01483 517898).**

## 1. DEFINITIONS

### **A Vulnerable Adult**

A person aged 18 years or over who is, or maybe:

- In need of community care services for mental health or other disability, age, or illness.
- Unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation.

### **A Young Person/Child**

- There is no one clear definition in the UK of a young person or child, however in, relation to WSS service provision for 16–18 year olds, anyone under the age of 18 is deemed a child and subject to Child Safeguarding Procedures and, the remit of the Children Act.
- Our term for 16–18year old service users is Young Persons (YP).

### **Abuse**

A violation of an individual's human and civil rights by another person or persons. Abuse can consist of a single act or repeated acts. It may be:

- Physical, verbal, financial, sexual, professional, institutional, emotional
- An act of neglect or omission to act.
- Where a vulnerable adult or young person is persuaded to enter into a transaction to which he or she has not consented or cannot consent.

## 2. POLICY STATEMENT

The Trustees of Work Stress Solutions (WSS) recognise that, when involved in provisions for Vulnerable Adults and Young People, they have a responsibility to ensure that the welfare of their service users is always paramount. All Vulnerable Adults and Young People have the right to a life free of abuse.

This policy is a supplement to and does not replace the Surrey Multi-Agency Safeguarding Hub, information, and guidance, or Surrey Safeguarding Children Board Procedures Manual, which WSS will always follow.

<https://www.surreysab.org.uk/wp-content/uploads/2021/04/SSAB-Policy-and-Procedure-2018-FINAL-v5-26.04.2021-accessibility.pdf>

<http://surreyscb.procedures.org.uk/>

For more information about Surrey Multi-Agency Safeguarding Hub (MASH) please visit:

<https://www.surreysab.org.uk/wp-content/uploads/2021/11/SSAB-When-to-refer-an-adult-safeguarding-concern-in-Surrey-V1-November-2021-FINAL.pdf>

A **Child or Young Person** is defined as anyone under the age of 18. A **Vulnerable Adult** is defined (by the Law Commission) as a person over 18 years, who may need community care service because of mental or other disability, age, or illness; and is unable to take care of him or herself against significant harm or exploitation.

All WSS Trustees, staff, course facilitators, therapists and volunteers **HAVE A DUTY** to report any concerns and **MUST** inform their Nominated Officer immediately. The Nominated Officer **MUST** record this information (see Appendix B). Such concerns will be responded to swiftly and appropriately and a referral made to **Surrey Multi-Agency Safeguarding Hub** (Mash) or social services. In the absence of the Nominated Officer, referred directly to Mash or social services.

In addition to Safeguarding procedures, there also needs to be **Consent** to receive our services, particularly in the case of Young People.

## **POLICY AIMS**

The aim of this Safeguarding Adults and Young People policy is to promote good practice to:

- a) Provide Vulnerable Adults and Young People with appropriate safety and protection whilst in the care of WSS Trustees, staff, course facilitators, therapists, and volunteers.
- b) Enable all WSS Trustees, staff, course facilitators, therapists, and volunteers to make informed and confident responses to specific Vulnerable Adult and Child protection issues.

Appendix A provides advice on types of abuse and how to recognise it.

### 3. RECRUITMENT AND SELECTION PROCEDURES

WSS recognises that anyone may have the potential to abuse Vulnerable Adults and Young People in some way and all responsible steps must be taken to ensure unsuitable people are prevented from working with them.

The WSS recruitment process will therefore include the following:

- a) All staff, course facilitators, therapists, volunteers, and Trustees will complete an application form. The application will seek information about the applicant's work experience and ask for self-disclosure about any criminal record, where appropriate.
- b) **Where there is direct contact with clients**, consent should be obtained from an applicant to seek consent from the Disclosure and Barring Service and the appropriate check will be carried out (enhanced disclosure and disbarring list).
- c) All Trustees, staff and volunteers will have a basic introduction to Safeguarding Vulnerable Adults included as part of their training; and if they are directly involved with service users under the age of 18, they will also be required to receive Safeguarding Children training.
- d) The Nominated Officer is required to receive annual training in Safeguarding Vulnerable Adults, Safeguarding Children, and Prevent Training (for potential radicalisation) and to communicate any relevant updates to relevant persons.
- e) Course facilitators and therapists are responsible for undertaking their training with regards to Safeguarding Vulnerable Adults, Safeguarding Children and Prevent.
- f) Risk Assessments will be completed for all volunteers delivering the 'Solutions Together' service and WSS therapy service. The WSS Volunteer Therapist will have their insurance and external supervision

in place before joining WSS. DBS will be done by WSS for those who will need one if they find it too difficult to get one for themselves.

- g) Appropriate equipment will be provided for volunteers undertaking different WSS services to minimise any kind of abuse and to safeguard both clients and volunteers.

#### 4. RESPONDING TO ALLEGATIONS

If any Trustees, staff, course facilitators, therapists or volunteers have any concerns or are informed about abuse or inappropriate behaviour, they **MUST** report them. They do not have to decide whether or not abuse or inappropriate behaviour has taken place (see Appendix B).

The steps to be taken are:

1. Concerns **must be** reported to the Manager or Chair of Trustees (see Appendix G) and discussed with the Nominated Officer named on the front of this document, who will record in writing what has been said or seen. Including the time and date of a. The incident (s)
  - b. When the incident(s) was reported
  - c. When the record was completed(See Appendix C for full details on how the report should be written)
2. The Nominated Officer will refer the allegation to Mash immediately by phone with a copy of the written record sent by email (password protected) or any other route as instructed (a copy is also to be kept by the individual reporting the concerns). Further actions regarding the concern will be under the instruction of the Social Services/Mash who may involve the police.
3. The WSS Manager will report to the Chair of Trustees that a referral has been made.

4. **DO NOT** discuss the referral with colleagues, friends, family, other users, or anyone in any way involved with the alleged victim.

Out of hours, contact the Emergency Duty Team (see Appendix G and in an emergency, contact the police and ambulance, as necessary).

Where the WSS manager or Chair of Trustees is not available, contact should be made with another Trustee or should none of them be available, contact should be made directly with Mash. If you do not know who to turn to for advice or are worried about sharing your concerns with a senior colleague, you should contact Mash directly.

### **Concerns about someone's conduct.**

Where the concern relates to a Trustee, staff, course facilitator, therapist, or volunteer, it should be reported to the WSS Manager who is the nominated officer, Chair of Trustees, and directly by them to Mash (or in an emergency the police), who will take such steps as considered necessary to ensure the safety of the client in question, and any other client who may be at risk and inform Social Services/Mash.

There may be three types of investigation:

- a) A criminal investigation
- b) A Safeguarding Adults or Safeguarding Children investigation
- c) A disciplinary and misconduct investigation

The results of the police and adult protection investigation may well influence a subsequent disciplinary investigation, but not necessarily.

WSS will fully support any Trustee, staff, course facilitator, therapist, or volunteer who, in good faith, reports their concern that a colleague is, or may be abusing a Vulnerable Adult or Young Person.



## **Allegations of previous abuse**

Allegations of abuse may be made sometime after the event (e.g. by an adult who was abused as a child or about a member of staff who is still working with Vulnerable Adults). Where such an allegation is made, the procedure detailed above should be followed and the matter reported to Mash or the police.

## **Confidentiality**

Every effort will be made to ensure that confidentiality is maintained for **all** concerned. Information should be handled and shared on a **need-to-know basis** only. Confidentiality is not absolute and may be broken in certain circumstances, e.g., crime, signifier cant risk (see Appendix C). Consent to disclosure is documented on the WSS Registration form. The written record of concerns will be retained online and in secure storage managed under the new General Data Protection (GDPR MAY 18) and Confidentiality procedures contained in the WSS Compliance and Data Handling Policy.

## **Consent**

Consent to receive WSS services is documented on the registration form. For Young People aged 16-18, consent to receive services is also required from a parent or legal guardian EXCEPT if this is deemed not necessary or inappropriate by the WSS Chair or Professional Advisor and waived; if they are looked after children or referred by another organisation, such as a school or school nurse who have consent already and remain responsible in loco parentis. All data recorded, collected, and deleted will be in as per the new Compliance and Data Handling Policy which reflects the General Data Protection Regulations (GDPR May 18). The consent form is in Appendix G.

## **5. GUIDELINES FOR USE OF PHOTOGRAPHIC OR OTHER IMAGING EQUIPMENT**

The taking of photographs, films or other images of Vulnerable Adults or Young People is not appropriate without consent from the Adult and in the case of Young People, from the YP themselves **and** their parent or legal guardian. Staff must ensure that such consent is in place before making any such image of the client. A standard form is included in Appendix E.

When such images are properly obtained then they must only be used for the purpose consented to. Special care must be taken when using any image in general publicity and publications as well as annual reports or press promotions. All images must retain the dignity of the individual.

## **6. GUIDELINES FOR USE OF CLIENT QUOTES ABOUT COURSES/THERAPIES**

The use of quotes/comments by Vulnerable Adults and Young People about courses or therapies should not be done without consent. Staff must ensure that such consent is in place before using any comment by the client and anonymise or use the first name. A standard form is included in Appendix F.

Quotes/comments must only be used for the purpose consented to.

## Types of Abuse and how to recognise it.

### Abuse can be:

**Physical:** hitting /punching /slapping / pinching/ inappropriate physical restraint / inappropriate holding / restraint techniques / inappropriate administration of medicine (usually overmedication).

**Sexual:** engaging in an inappropriate sexual relationship (where a Vulnerable Adult cannot consent or the other person is in a position of trust) / promoting an inappropriate sexual relationship with a third party / forcing a Vulnerable Adult to participate in any non-consensual sexual activity / forcing a Vulnerable Adult to witness sexual activity, either by being present or using video, DVD, Computers, magazines.

**Verbal:** shouting/swearing/inappropriate language.

**Neglect:** failure to meet basic care needs, either intentionally or unintentionally / not seeking or following appropriate medical advice.

**Emotional:** name calling/bullying / treating someone in a demeaning, not respectful manner/threats to withhold affection, support, or accommodation/isolation.

**Domestic abuse:** violence or abuse between adults aged over 18 years who are or have been intimate partners, or are family members, regardless of gender and sexuality. Children may also be affected by domestic violence, in several ways that may be defined as abuse.

**Honour Based Violence:** 'Honour Based Violence' (HBV) is an internationally recognised term describing cultural justifications for violence and abuse.

**Hate crime:** any criminal offence which is perceived by the victim or any other person as being motivated by prejudice or hate, based on the victim's actual or perceived race, religion, sexual orientation, disability or transgender, or any other protected characteristic.

**Trafficking:** People are bought and sold for sexual exploitation, forced labour, street crime, domestic servitude or even the sale of organs and human sacrifice. Men, women, and children are trafficked within their own countries and across international borders.

**Forced marriage:** Forced marriage is when someone faces physical pressure to marry (e.g. threats, physical violence, or sexual violence) or emotional and psychological pressure (e.g. being made to feel that you're disgracing your family). Forced marriage is illegal in England and Wales. This includes taking someone overseas to force them to marry (whether or not the forced marriage takes place) and marrying someone who lacks the mental capacity to consent to the marriage (whether they're pressured to or not).

**Radicalisation:** use of inappropriate language / possession of violent extremist literature including electronic material accessed via the internet and communication such as e-mail and text messages / behavioural changes/ the expression of extremist views/ advocating violent actions and means/  
association with known extremists / seeking to recruit others to an extremist ideology.

**Female Genital Mutilation:** Any information or concern about a young person or member of her family being at risk of FGM must be reported to the Nominated Officer.

**Financial:** withholding or misuse of income/benefits/theft of money or property/fraud.

**Professional:** not following an agreed care plan / inappropriately withholding treatment or medication/abuse of power/failure to complete delegated responsibilities or neglecting the duty of care / not reporting the abuse / poor practice/ inappropriate actions like hugging clients unknowingly or comforting them.

**Institutional:** rigidly sticking to routines or work practices that are designed to suit workers, rather than service-users / inappropriate use of 'reward;' systems/abuse of power.

### **What to look out for:**

(This list is neither exhaustive nor definitive)

- Unexplained bruising or another injury
- Repeated admissions to the hospital for minor accidents, incidents, and falls.
- Showing signs of anxiety around certain people
- Changes in behaviour: becoming withdrawn or more aggressive / becoming incontinent without clear medical explanation.
- Self-injurious behaviours
- Repeated urinary tract infections.
- Sexually transmitted diseases.

### **Code of Conduct and Responding to Abuse Code of Conduct when working with Vulnerable Adults and Young People: Guidelines**

**Positive behaviours** are encouraged and may include:

- being supportive, approachable, and reassuring in a manner appropriate to age and stage of development.
- showing respect, and patience, valuing and treating vulnerable adults and young people as individuals.
- being respectful of a person's right to privacy.
- being consistent, fair, and equitable.

It may sometimes be necessary for staff, facilitators, or volunteers to do things of a personal nature for people, particularly if they are disabled or have additional needs. These tasks should only be carried out with the full understanding and consent of the person and parents if under 18. In an emergency which requires this type of help, parents should be fully informed, as soon as reasonably possible, and personal care tasks should be undertaken with the utmost discretion.

#### **Behaviours to avoid:**

- spending excessive amounts of time alone with a vulnerable adult or young person away from others.
- taking young people alone in car journeys, however short.
- taking young people to your home.
- ensuring that any time spent with young people takes place in as open a setting as possible.

**Unacceptable and Unpermitted Behaviours** may include:

- engaging in rough physical games including horseplay – apart from structured sports activities.
- engaging in sexually provocative or inappropriate games.
- allowing or engaging in inappropriate touching of any form.
- allowing vulnerable adults or young people to use inappropriate language unchallenged.
- making sexually suggestive comments about or to a vulnerable adult/young person even in fun.
- letting allegations, a vulnerable adult or young person makes go unchallenged or unrecorded.
- doing things of a personal nature for vulnerable adults or young people that they can do themselves.
- promising to keep secrets.

## **Responding to Abuse**

If a vulnerable adult/young person says or indicates that he or she is being abused, or information is obtained which gives concern that the person is being abused, you should follow the following guidance:

**RECEIVE:** Listen to what is being said, without displaying shock or disbelief. Accept what is said and react calmly so as not to frighten the vulnerable adult/young person. Make a note of what has been said as soon as practicable.

**REASSURE:** Reassure the vulnerable adult/young person, but only so far as is honest and reliable. Tell the person they are not to blame and that it was right to tell; “I am glad you came to me” them. It is important that you do not promise to keep it a secret as your responsibilities may require you to report the matter. If you make this promise to a vulnerable adult/young person and then break it, you confirm to them yet again that adults are not to be trusted.

**REACT:** React to the vulnerable adult/young person only as far as is necessary for you to establish whether or not you need to refer to this matter, but do not interrogate for full details. Take what the person says seriously, recognising the difficulties inherent in interpreting what is said by a person who has a speech disability and/or differences in language. Do not ask ‘leading’ questions, for example, ‘what did he do next?’ (, This assumes he did!), or ‘did he touch your private parts?’ Such questions may invalidate your evidence (and that of the vulnerable adult/young person) in any later prosecution in court. Explain what you must do next and to whom you must talk.

**RECORD:** Make some brief notes at the time on any paper which comes to hand. Do not destroy your original notes in case they are required by a court. Record the date, time, place, persons present and any noticeable non-verbal behaviour. Be specific when noting the words used by the vulnerable adult/young person.

**REMEMBER:** To share your concerns with the WSS Manager, WSS Chairperson and /or the Nominated Officer who may take the matter forward. Inform the relevant Care Manager / Social Care Team / Learning Disability Team/Referring Organisation.



**Guidance for making a written record.**

- Make a note of the date, time and setting in which the allegation was made or the event was witnessed.
- Make a note of anyone else who was there at the time.
- Record what was said using the person's own words.
- Separate information from any opinions expressed.
- Date and sign your report.
- Make sure your writing is legible.
- Use a pen or ballpoint with black ink if you can (this makes photocopying easier, if necessary)
- Do not use Tippex to make alterations, put a line through the text you want to change and initial any changes.
- Remember that your report may be required as part of any legal action or disciplinary proceedings.
- Keep a copy for future reference, which is filed securely.

## **Confidentiality**

**A person's right to confidentiality is not absolute and may be overridden where there is evidence that sharing information is necessary in exceptional cases:**

### **To prevent:**

- Serious crime
- Danger to a person's life
- Danger to others
- Danger to the community
- Danger to the health of others

## **PHOTOGRAPH/VIDEO CONSENT FORM**

WSS feel it is important to recognise the achievements and successes of our charity as a whole. One of the ways to do this is to publish photographs and details of achievements in our publicity materials and press releases, including our website and social media platforms.

We also produce training DVDs and people take part in these as actors. These DVDs are available to health professionals and the general public. To safeguard everyone, we feel this form of publicity must be carefully monitored to ensure that it is consistent with our Safeguarding Adults and Young People Policy and Data Protection Legislation.

For this reason, we have put the following guidelines into place:

- Photographs of DVDs will only be produced with the permission of the subject(s)
- Photographs will not be taken of those unable to give consent.
- All photography will maintain the dignity of the person/people in them.
- Before using any photographs or DVDs for publicity purposes they will be shown to the person/people concerned for approval

### **I have conditions and consent to:**

- Being photographed or being shown on a DVD, subject to prior approval of each photograph or DVD, for them to be used for publicity purposes.

If there is any change to my decision, I will inform WSS.

**Name of person to be photographed:**

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**Signature of the person being photographed/taking part in DVD production and parent/guardian if under 18:**

----- **Date:**  
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**Print Name(s):**

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### **USE OF CLIENT QUOTATIONS/COMMENTS ABOUT COURSES/THERAPIES**

WSS feel it is important to recognise the achievements and successes of our charity as a whole. One of the ways to do this is to publish clients' comments about their experiences of our services in our publicity materials and press releases, including our website and social media platforms. To safeguard everyone, we feel this form of publicity must be carefully monitored to ensure that it is consistent with our Safeguarding Adults Policy and Data Protection Legislation.

For this reason, we have put the following guidelines into place:

- Client comments will only be used with the permission of the subject.
- Before using any comment for publicity purposes, they will be shown to the person/people concerned for approval.

- Clients may indicate if they wish their first name to be used or for their comment to be anonymous.

**I have conditions and consent to:**

- Having comments, I have made or written about WSS services used for publicity purposes, subject to prior approval.

If there is any change to my decision, I will inform WSS.

**Name of person to be quoted:**

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**You may use my first name  OR my comment is to be anonymous**

**Signature of the person being quoted and parent/guardian if under 18:**

----- **Date:**  
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----- **Date:**  
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**Print Name(s):**

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----- **Consent to Receive Work Stress Solutions (WSS)**

**Services for Young People under 18 years**

Work Stress Solutions is a charity based in Epsom, Surrey which offers pre-employment assistance and a range of stress-reduction, communication, assertiveness courses and individual coaching and therapy to young people and adults who need support in their lives. We aim to enrich people's lives, supporting them to achieve balance and take steps toward employment, voluntary work or education and enable clients to experience a sense of personal achievement in a supportive environment that focuses on self-fulfilment.

Each client is individually interviewed and registered, to decide which of our provisions is most appropriate.

Further details on our services can be obtained by looking at our website. [www.workstressolutions.org.uk](http://www.workstressolutions.org.uk) or you are welcome to ask questions by contacting the WSS Coordinator.

We are bound by Policies and Procedures and have Trustees who ensure that our service provision is appropriate, legal, and ethical and that young people are safeguarded. These can be found on our website on the Home page under Documents.

I consent to registration with WSS and to receiving any of the WSS Services deemed appropriate.

Client Name: \_\_\_\_\_ Signature:

\_\_\_\_\_ Date: \_\_\_\_\_ Parent/Guardian/Referrer

Name:

\_\_\_\_\_ Signature:

\_\_\_\_\_ Date: \_\_\_\_\_

Organisation (if appropriate):

\_\_\_\_\_

I agree with the information supplied on the forms and from the measures completed to be used for audit and research. This information may be anonymously used to publish research articles; supply information/feedback for grants; or in publicity regarding our services.

Client Signature: \_\_\_\_\_ Date:

\_\_\_\_\_

Parent/Guardian/Referrer: \_\_\_\_\_ Date:

\_\_\_\_\_

Organisation (if appropriate):

\_\_\_\_\_





<p><b>If you are concerned about the safety of a child, young person, or Adult, you can contact the Multi-Agency Safeguarding Hub (MASH).</b></p>	<p>Phone: 0300 470 9100 Out of hours phone: 01483 517898 to speak to the emergency duty team.</p> <p>Email: emails are dealt with during normal office hours</p> <p>For concerns for a child or young person: <a href="mailto:csmash@surreycc.gov.uk">csmash@surreycc.gov.uk</a></p> <p>Availability: 9am to 5pm, Monday to Friday</p> <p>if you want to report concerns for a child or young person <b>using secure email</b>, please contact: <a href="mailto:smash@surreycc.gcsx.gov.uk">smash@surreycc.gcsx.gov.uk</a></p>
<p><b>Ambulance</b></p> <p><b>Surrey Police</b></p>	<p>999</p> <p>Phone: 101 or 01483 571212 (Ask for Local Area Police Station or Public Protection Unit)</p>
<p>WSS Manager /nominated officer</p>	<p>07759 303225</p>

**(If your charity is on the border of another county)**

<p>Social Services (Hampshire)</p>	<p>0300 555 1386</p>
<p>Social Services (West Sussex)</p>	<p>01243 752999</p>

## EXTERNAL DOCUMENTS TO SUPPORT THIS POLICY

<b>Document</b>	<b>Where to access</b>
Surrey Safeguarding Adults Board Multi-Agency procedures, information, and guidance	<a href="http://www.surreycc.gov.uk">www.surreycc.gov.uk</a>

## WSS DOCUMENTS TO SUPPORT THIS POLICY

Trustees, staff, course facilitators, therapists, and volunteers' codes of conduct	Equality and Diversity policy
Confidentiality Procedures & Data Protection	Compliance and Data Handling Policy