



## **Pershore Plus Volunteer Centre**

### **Safeguarding Adults Policy**

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## Contents

Section 1: Safeguarding Adults Policy .....	3
Introduction.....	3
Policy Statement .....	4
Scope .....	4
Commitments.....	4
Implementation.....	6
Section 2: Supporting Information .....	7
Definition of an Adult at Risk .....	7
Abuse and Neglect.....	7
Wellbeing Principle .....	8
Person Centred Safeguarding/ Making Safeguarding Personal.....	9
Mental Capacity and Decision Making.....	10
Recording and Information Sharing.....	11
Multi-Agency Working .....	13
Recording of Information.....	13
Section 3: Appendices .....	14
Appendix 1 - Safeguarding Lead Role .....	14
Appendix 2 - Flowchart.....	15
Appendix 3 – Recording Form .....	16
Appendix 4 – Sources of Information and Support .....	16

# Section 1: Safeguarding Adults Policy

Pershore Plus Volunteer Centre is committed to Safeguarding Adults in line with national legislation and relevant national and local guidelines and to uphold the rights of all adults to live a life free from harm, from abuse, exploitation, and neglect.

We will safeguard adults by ensuring that our activities are delivered in a way which keeps all adults safe.

Pershore Plus Volunteer Centre is committed to creating a culture of zero-tolerance of harm to adults which necessitates: the recognition of adults who may be at risk and the circumstances which may increase risk; knowing how adult abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

Our mission is to inspire volunteers to create community connections by providing transport and associated services with the aim of tackling loneliness and isolation.

Our values are to inspire those around us to make Pershore Plus Volunteer Centre the very best service by being inclusive, nurturing, sustainable, resilience and above all empathetic.

## **Policy Statement**

**Pershore Plus Volunteer Centre** believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

We recognise that health, well-being, ability, disability and need for care and support can affect a person's resilience and there may also be additional barriers when it comes to raising concerns or seeking help. As a result we are committed to creating and maintaining a safe and open listening culture, where people feel able to share concerns without fear of retribution.

**"Safeguarding is everyone's responsibility"** and as such we are committed to preventing abuse and neglect through our safeguarding procedures and ensure that actions taken in response to concerns of abuse or neglect will be prompt, proportionate and include the voice of the adult concerned.

The welfare of our volunteers and service users is paramount. Adherence to these guidelines protects vulnerable adults and Volunteer Centre staff and the reputation of Pershore Volunteer Centre. Pershore Volunteer Centre recognises that vulnerable adults, regardless of gender, ethnicity, sexuality, or beliefs have the right to be protected from abuse. The Centre will take all allegations of abuse against a vulnerable adult seriously.

## **Purpose**

The purpose of this policy is to demonstrate the commitment of **Pershore Plus Volunteer Centre** to safeguarding adults and to ensure that everyone involved in the organisation is aware of:

- The legislation, policy and procedures for safeguarding adults.
- Their role and responsibility for safeguarding adults.
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

## **Scope**

This safeguarding adult policy and associated procedures apply to all individuals involved in **Pershore Plus Volunteer Centre** including Board members/Trustees, Staff and Volunteers and to all concerns about the safety of adults whilst taking part in our organisation, its activities and in the wider community.

## **Commitments**

**Pershore Plus Volunteer Centre** will ensure that:

- Everyone involved with the organisation is aware of the safeguarding adult procedures and knows what to do and who to contact if they have a concern relating to the welfare or wellbeing of an adult.

- Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up in line with our Safeguarding Adults Policy and Procedures.
- The well-being of those at risk of harm will be put first and the adult actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to (see the Safeguarding Adults Procedures).
- Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.
- Confidential, detailed, and accurate records of all safeguarding concerns are maintained and securely stored in line with our Data Protection Policy and Procedures.
- All Board members/trustees, staff and volunteers understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding adult training and learning opportunities appropriate for their role.

## Implementation

Pershore Plus Volunteer Centre is committed to developing and maintaining its capability to implement this policy and procedures.

To do so the following will be in place:

- A clear line of accountability within the organisation for the safety and welfare of all adults.
- Access to relevant legal and professional advice.
- Regular management reports to the Board/Trustees detailing how risks to adult safeguarding are being addressed and how any reports have been addressed.
- Safeguarding adult procedures that deal effectively with any concerns of abuse or neglect, including those caused through poor practice.
- A Safeguarding Lead/ Welfare Officer (see Appendix 1).
- Arrangements to work effectively with other relevant organisations to safeguard and promote the welfare of adults, including arrangements for sharing information.
- Risk assessments that specifically include safeguarding of adults.

Policies and procedures that address the following areas and which are consistent with this Safeguarding Adults policy.

<ul style="list-style-type: none"><li>✓ Bullying and harassment</li><li>✓ Code of Conducts and a process for breach of these – Staff, Volunteers &amp; Trustees</li><li>✓ Concerns, Complaints and Compliments</li><li>✓ Confidentiality</li><li>✓ Contract compliance.</li><li>✓ Discipline and grievance.</li><li>✓ Equal Opportunity</li></ul>	<ul style="list-style-type: none"><li>✓ Health and Safety</li><li>✓ Information policy, data protection and information sharing</li><li>✓ Lone Working</li><li>✓ Safe recruitment and selection (staff and volunteers)</li><li>✓ Safe activities risk assessments.</li><li>✓ Social media Equality, diversity, and inclusion</li><li>✓ Volunteer Policy</li><li>✓ Whistleblowing</li></ul>
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NB: Children's safeguarding policy (in draft)

# Section 2: Supporting Information

## **Definition of an Adult at Risk**

An **adult at risk** is an individual aged 18 years and over who:

- (a) has needs for care and support (whether the local authority is meeting any of those needs) AND.
- (b) is experiencing, or at risk of, abuse or neglect, AND.  
because of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

## **Abuse and Neglect**

Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance.

There are different types and patterns of abuse and neglect and different circumstances in which they may take place.

The Care Act 2014 states that the following are types of abuse:

- Physical
- Sexual
- Emotional/Psychological/Mental
- Neglect and acts of Omission
- Financial or material abuse
- Discriminatory
- Organisational / Institutional
- Self-neglect
- Domestic Abuse (including coercive control)
- Modern slavery

Abuse can take place in any relationship and there are many contexts in which abuse might take place, e.g. Institutional abuse, Domestic Abuse, Forced Marriage, Human Trafficking, Modern Slavery, Sexual Exploitation, County Lines, Radicalisation, Hate

Crime, Mate Crime, Cyber bullying, Scams. Some of these are named specifically within home nation legislations.

Abuse or neglect could be carried out by:

- A spouse, partner or family member
- Neighbours or residents
- Friends, acquaintances or strangers
- People who deliberately exploit adults they perceive as vulnerable
- Paid staff, professionals or volunteers providing care and support

Often the perpetrator is known to the adult and may be in a position of trust and/or power.

### **Signs and Indicators of Abuse and Neglect**

An adult may confide to a member of staff or volunteer that they are experiencing abuse inside or outside of the organisation's setting. Similarly, others may suspect that this is the case.

There are many signs and indicators that may suggest someone is being abused or neglected. There may be other explanations, but they should not be ignored. The signs and symptoms include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- Person is not attending appointments
- Someone losing or gaining weight / an unkempt appearance.
- Self-harm
- A change in the behaviour or confidence of a person. For example, a participant may be looking quiet and withdrawn.
- A fear of a particular group of people or individual.
- A parent/carer always speaks for the person and doesn't allow them to make their own choices
- They may tell you / another person they are being abused – i.e. a disclosure

### **Wellbeing Principle**

The concept of 'well-being' is threaded throughout UK legislation and is part of the Law about how health and social care is provided. Our well-being includes our mental and physical health, our relationships, our connection with our communities and our contribution to society.

Being able to live free from abuse and neglect is a key element of well-being.

The legislation recognises that statutory agencies have sometimes acted disproportionately in the past. For example, removing an adult at risk from their own home when there were other ways of preventing harm. In the words of Justice Mumby '*What good is it making someone safe when we merely make them miserable?*' What Price Dignity? (2010)

For that reason any actions taken to safeguard an adult must take their whole well-being into account and be proportionate to the risk of harm.

### **Person Centred Safeguarding/ Making Safeguarding Personal**

The legislation also recognises that adults make choices that may mean that one part of our well-being suffers at the expense of another – for example we move away from friends and family to take a better job. Similarly, adults can choose to risk their personal safety; for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of 'Person Centred Safeguarding'/'Making Safeguarding Personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Organisations work to support adults to achieve the outcomes they want for themselves. The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

### **The Principles of The Care Act 2014**

- **Empowerment** - People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – The least intrusive response appropriate to the risk presented.
- **Protection** – Support and representation for those in greatest need.

- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** – Accountability and transparency in delivering safeguarding.

## **Mental Capacity and Decision Making**

We make many decisions every day, often without realising. UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

We make so many decisions that it is easy to take this ability for granted. The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them.

Some people can only make simple decisions like which colour T-shirt to wear or can only make decisions if a lot of time is spent supporting them to understand the options. If someone has a disability that means they need support to understand or make a decision this must be provided. A small number of people cannot make any decisions. Being unable to make a decision is called "lacking mental capacity".

Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change. If it is safe/possible to wait until they are able to be involved in decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

Mental Capacity is important for safeguarding for several reasons.

Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they would need. Conversely the adult may not seem to be benefiting from an activity other people are insisting they do.

Another situation is where an adult is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make 'free and informed decisions'.

Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

The principles are:

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed.
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves.
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes.
- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

There may be times when an organisation needs to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them.
- Stopping them being in contact with the person causing harm.

## **Recording and Information Sharing**

All organisations must comply with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR).

Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

Processing information includes record keeping. Records relating to safeguarding concerns must be accurate and relevant. They must be stored confidentially with access only to those with a need to know.

Sharing information, with the right people, is central to good practice in safeguarding adults. However, information sharing must only ever be with those with a 'need to know'.

This does **NOT** automatically include the persons spouse, partner, adult, child, unpaid or paid carer. Information should only be shared with family and friends and/or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/ friends/ carers need to know in order to help keep the person safe.

The purpose of Data Protection legislation is not to prevent information sharing but to ensure personal information is only shared appropriately. Data protection legislation allows information sharing within an organisation. For example:

- Anyone who has a concern about harm can make a report to an appropriate person within the same organisation
- Case management meetings can take place to agree to co-ordinate actions by the organisation

There are also many situations in which it is perfectly legal to share information about adult safeguarding concerns outside the organisation. Importantly personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when we need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.
- you believe they or someone else is at risk, including children.
- you believe the adult is being coerced or is under duress.
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed.
- the adult does not have mental capacity to consent to information being shared about them.
- the person causing harm has care and support needs.

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

If you are in doubt as to whether to share information seek advice e.g. seek legal advice and/or contact the Local Authority and explain the situation without giving personal details about the person at risk or the person causing harm.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

## **Multi-Agency Working**

Safeguarding adults' legislation gives the lead role for adult safeguarding to the Local Authority. However, it is recognised that safeguarding can involve a wide range of organisations.

Organisations may need to cooperate with the Local Authority and the Police including to:

- Provide more information about the concern you have raised.
- Provide a safe venue for the adult to meet with other professionals e.g. Police/Social Workers/Advocates.
- Attend safeguarding meetings.
- Coordinate internal investigations (e.g. complaints, disciplinary) with investigations by the police or other agencies.
- Share information about the outcomes of internal investigations.

## **Recording of Information**

Recording of information is a vital part of the safeguarding process and should be done ideally within 2 hours of the incident taking place and no more than 24 hours later.

Information which must be retained includes:

- Time and Date of the incident
- Who was there
- What happened (this should be facts not assumption).
- What the person said using their own words to avoid any misunderstanding.
- Making sure that any record we make is not victim blaming.  
Using open questions such as who, what, why, where, when

# Section 3: Appendices

## **Appendix 1 - Safeguarding Lead Role**

The designated person within Pershore Plus Volunteer Centre has primary responsibility for putting into place procedures to safeguard adults at risk, supporting club, county and regional welfare/safeguarding leads, where relevant and for managing concerns about adults at risk.

Duties and responsibilities include:

- Working with others within the organisation to create a positive inclusive environment.
- Play a lead role in developing and establishing the organisation's approach to safeguarding adults and in maintaining and reviewing the organisation's implementation plan for safeguarding adults in line with current legislation and best practice.
- Coordinate the dissemination of the safeguarding adult policy, procedures and resources throughout the organisation.
- Contribute to ensuring other policies and procedures are consistent with the organisation's commitment to safeguarding adults.
- Advise on the organisation's training needs and the development of its training strategy.
- Receive reports of and manage cases of poor practice and abuse reported to the organisation – including an appropriate recording system.
- Manage liaison with, and referrals to, external agencies for example adult social-care services and the police.

- Create a central point of contact for internal and external individuals and agencies concerned about the safety of adults within the organisation.

- Represent the organisation at external meetings related to safeguarding.

The person responsible for dealing with allegations of abuse against an adult at risk is

Donna King: Operations Manager

[donnaking@pershorevolunteers.org.uk](mailto:donnaking@pershorevolunteers.org.uk)

The alternate responsible person is

Karon Swinburn: Chief Executive Officer

[karon@pershorevolunteers.org.uk](mailto:karon@pershorevolunteers.org.uk)

## What to do in an emergency

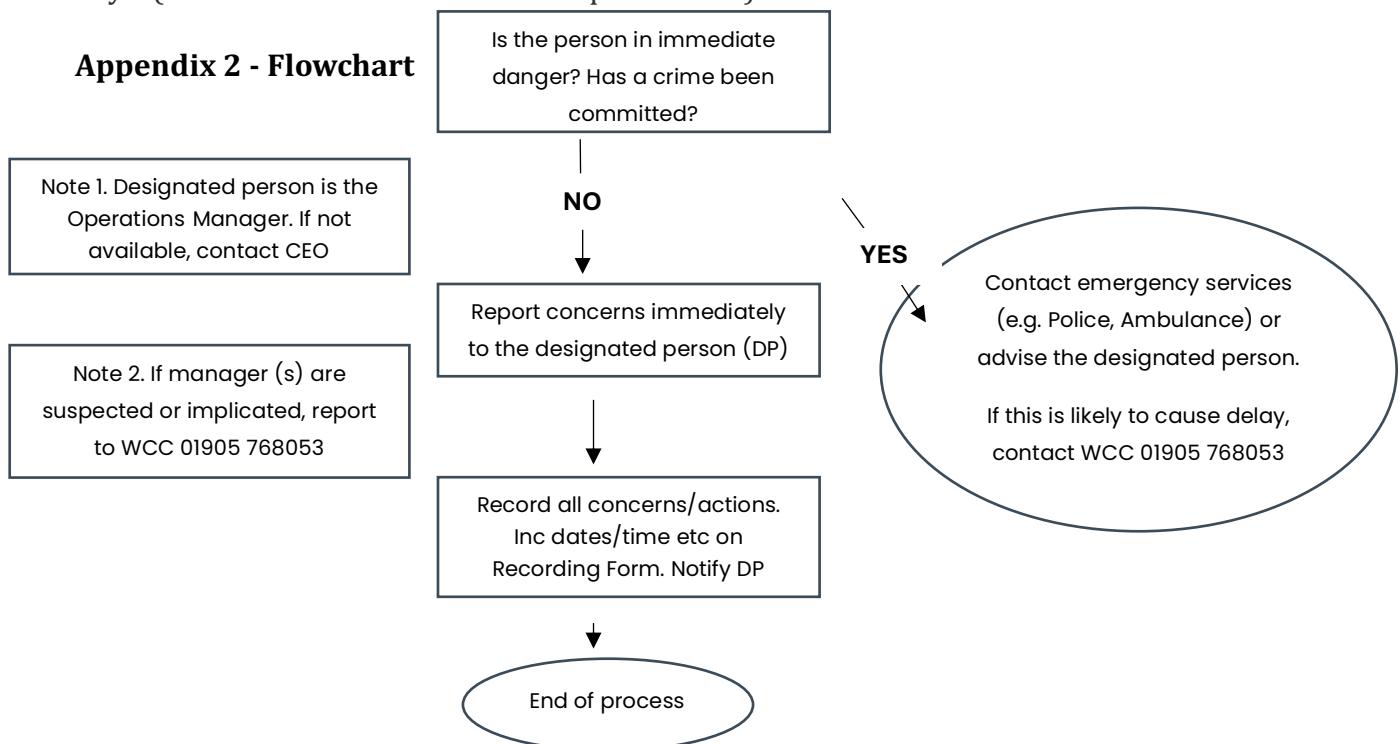
If you think someone is in immediate danger and / or requires urgent medical attention phone **999**.

To report a crime which has already taken place you can call 101.

To report a safeguarding concern please call **01905 768053**

If you would like safeguarding advice, please phone the Safeguarding Early Response and Triage Team on **01905 843189**. This advice line will be available from 10am until 4pm Monday to Friday. The Team aim to respond to your query within two working days. (note this number does not accept referrals).

## Appendix 2 - Flowchart



## **Appendix 3 – Recording Form**

### **Vulnerable Adult Information**

Name of Individual .....

Home address: .....

Telephone Home: .....

Mobile:.....

Date of Birth:..... Age: .....

### **Details of Disclosure or Suspicion**

Date:..... Time:.....

Place:.....

Occasion .....

Nature of Concern:.....

.....  
.....

### **Actions Already Taken?**

Vulnerable Adult spoken to? Yes/No Date:.....

Outcome:.....

.....

Family/Carer spoken to? Yes/No Date:.....

Outcome:.....

## **Appendix 4 – Sources of Information and Support**

### **Action on Elder Abuse**

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000  
Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)  
[www.elderabuse.org.uk](http://www.elderabuse.org.uk)

### **Ann Craft Trust (ACT)**

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400  
Email: [Ann-Craft-Trust@nottingham.ac.uk](mailto:Ann-Craft-Trust@nottingham.ac.uk)  
[www.anncrafttrust.org](http://www.anncrafttrust.org)

### **Men's Advice Line**

For male domestic abuse survivors  
Tel: 0808 801 0327

### **National LGBT+ Domestic Abuse Helpline**

Tel: 0800 999 5428

### **National 24Hour Freephone Domestic Abuse Helplines**

Tel: 0808 2000 247  
[www.nationaldahelpline.org.uk/Contact-us](http://www.nationaldahelpline.org.uk/Contact-us)

### **Rape Crisis Federation of England and Wales**

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: [info@rapecrisis.co.uk](mailto:info@rapecrisis.co.uk)  
[www.rapecrisis.co.uk](http://www.rapecrisis.co.uk)

### **Respond**

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or  
0808 808 0700 (Helpline)  
Email: [services@respond.org.uk](mailto:services@respond.org.uk)  
[www.respond.org.uk](http://www.respond.org.uk)

### **Stop Hate Crime**

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:  
Telephone: 0800 138 1625  
Web Chat: [www.stophateuk.org/talk-to-us/](http://www.stophateuk.org/talk-to-us/)  
E mail: [talk@stophateuk.org](mailto:talk@stophateuk.org)  
Text: 07717 989 025  
Text relay: 18001 0800 138 1625  
By post: PO Box 851, Leeds LS1 9QS

### **Susy Lamplugh Trust**

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: [020 83921839](tel:02083921839)

Fax: [020 8392 1830](tel:02083921830)

Email: [info@suzylamplugh.org](mailto:info@suzylamplugh.org)

[www.suzylamplugh.org](http://www.suzylamplugh.org)

### **Victim Support**

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: [0808 168 9111](tel:08081689111)

[www.victimsupport.com](http://www.victimsupport.com)

### **Women's Aid Federation of England and Wales**

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

[www.womensaid.org.uk/information-support](http://www.womensaid.org.uk/information-support)