

**DINAS POWYS VOLUNTARY CONCERN SAFEGUARDING POLICY**  
**FOR ADULTS AT RISK**

**DINAS POWYS VOLUNTARY CONCERN (DPVC)**

**SAFEGUARDING OFFICER IS JUDITH ANDERSON**

**Introduction**

The trustees of DINAS POWYS VOLUNTARY CONCERN want adults to safely enjoy their involvement with DPVC and it is important that we inform, educate and enthuse all users about the services we have. This policy is aimed at the trustees, volunteers and staff, of DPVC. We welcome the implementation of the Social Services and Well-being Bill (Wales) and recognise our role in supporting and safeguarding all members of our community.

**Through this Policy we aim to:**

- adopt the highest possible standards in conduct and services and
- take all reasonable steps in relation to the safety and welfare of the adults who come into contact with DPVC and the activities that take place within it.

It is impossible to ensure that no one ever comes to any harm while in contact with DPVC. However, implementing this policy and following the guidelines will enable all trustees, volunteers and staff to undertake their work with adults confident that they have taken all reasonable precautions to prevent harm occurring while feeling prepared to deal with any incident should it occur.

DPVC charity expects all trustees, staff and volunteers to apply this policy to all work with Adults at risk, which may include those who, due to age, illness or disability are in need of support or assistance, whether they are receiving that support or not.

It is important that this policy is seen to apply and the guidelines followed in all situations in which you have contact with vulnerable people of all ages.

**Who does this policy apply to?**

The policy applies to:

- all employees (including permanent, fixed term and short term temporary appointments)
- all members of organisations using DPVC , whether just once or frequently
- all volunteers
- any other person working with /at DPVC who a member of the public might reasonably assume was an employee or volunteer
- contractors (who should work in contact with a named trustee)
- trustees

All those covered by the policy have a duty to do everything reasonable in their power to ensure the safety and welfare of adults while they are in contact with DPVC and to act in accordance with this Policy.

## Duties

Trustees, volunteers and staff are expected to:

- respect the wishes and views of all adult service users, and not impose your company, assumptions or expectations on them.
- take all reasonable steps to ensure the health, safety and welfare of any service user, or adult in contact with DPVC.
- remember to be a good role model and ensure your behaviour, dress, language, gestures etc. are appropriate, above reproach and beyond misinterpretation.
- be aware of Adult Protection issues in relation to the work you do and do not become complacent and believe 'it could never happen to me / here'.
- prevent any other trustee, volunteer or member of staff from putting any person, or adult, in a situation in which there is a significant risk to their health and safety.
- take appropriate action if you become aware of anyone physically, emotionally or sexually abusing an adult.
- report any evidence or reasonable suspicion that an adult has been physically, emotionally or sexually abused by an adult to DPVC Designated Safeguarding Person **Judith Anderson**, or to a trustee.
- not physically, emotionally or sexually abuse any adult at risk.
- recognise and report the neglect of an adult as a form of abuse.

Each organisation or user group that involves interaction with adults at risk whilst at DPVC must have a nominated safeguarding adult protection officer. DPVC will make known its own safeguarding officer to all volunteers and members.

If, due to illness or another unexpected event, a representative of DPVC is left in charge of a vulnerable adult or group then they should act in accordance with this Policy and Guidelines.

During activities where an adult who appears to be vulnerable is unaccompanied, it may be appropriate to:

- sensitively question them about what they are there for, how they got there and who with.
- find out who the person is or who knows this person and their needs (if unknown).
- support the person to make a decision about what to do next and provide any assistance required.
- log each and every incident and share logs with safeguarding officer/trustee.

## Disclosure and Barring Service

Many roles working directly with adults at risk may be eligible for an Enhanced check from the Disclosure and Barring Service (DBS). Roles which fall into Regulated Activity require **by law** an Enhanced DBS check with a check against the barring list of adults.

**It would be a legal offence for a barred person to apply to work or volunteer in Regulated Activity. It is also an offence for any organisation to knowingly place a barred person in Regulated Activity.**

The definitions of regulated activity (activity which is regarded as requiring enhanced levels of checks) have been subject to change in the past and this policy recognises that these definitions may change in the future. The board will ensure that trustees, staff and volunteers who engage in any activity deemed to be regulated at the time **MUST** undergo the legal checks that are required by Disclosure Services or equivalent body relating to that activity.

## **Individuals awaiting receipt of a DBS certificate**

Any person who is awaiting receipt of a DBS certificate must be accompanied when they are dealing with adults at risk until the certificate has been received by the applicant and shown to the appropriate person. Persons awaiting a DBS certificate to work / volunteer in Regulated Activity may not take up their role until their certificate has been viewed by the named person.

## **Occasional assistance provided by a trustee, volunteer or staff member who does not hold an appropriate (Enhanced check, workforce specific) Disclosure and Barring Service (DBS) certificate**

Any person associated with DPVC may assist in activities with adults on an occasional basis, which is less frequent than weekly or fewer than 4 times in 30 days (unless there are known reasons why this should not take place). They may do so only if the group is led by a group leader or member of staff who has been appointed following the necessary pre-appointment checks and holds an appropriate DBS certificate.

The person leading the activities must be the one to allocate tasks and make relevant decisions. Tasks that the occasional helper must not undertake are those known as Regulated Activity (this would include all elements of personal care and healthcare).

## **DBS checks – recruiting volunteers, staff and trustees safely**

DPVC will refer to the Disclosure Services or its successor to confirm that DBS checks are done at the appropriate level and degree. [info@disclosureservices.com](mailto:info@disclosureservices.com)

## **Adults at Risk and Types of Abuse**

An adult at risk is an adult who is experiencing, or is at risk of abuse or neglect, has needs for care and support and, as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

### **What Abuse Means**

- ***Physical Abuse***  
This includes hitting, slapping, misuse of medication, undue restraint or unfair punishment.
- ***Sexual Abuse***  
This means sexual acts which the person has not agreed to or was made to agree to.
- ***Psychological Abuse***  
This includes threats of harm or of being left alone, making fun of people, calling people names, taking people's friends or services away.
- ***Financial or Material Abuse***  
This includes taking a person's money or things away without consent, making people give their things away, misusing people's benefits or not using it for them.
- ***Neglect***  
This might mean not getting a person to a doctor or dentist etc. when they need one, not thinking about risks, not giving a person their food, tablets or medicine, not keeping them warm.

## Who may be the abuser?

Adults at risk may be abused by a wide range of people including relatives and family members, professional staff, paid care workers, volunteers, other service users, neighbours, friends, associates and people who deliberately exploit vulnerable people.

Stranger abuse will warrant a different kind of response to abuse within an ongoing relationship or care setting.

## Allegation of abuse

Fortunately, for many organisations, it is a rare thing to have to deal with an alleged incident of adult abuse but it is sensible that all staff are prepared to do so. This will be assisted if staff and volunteers are given the opportunity to contribute to discussion (and access training where possible).

There are four likely scenarios that may arise within the organisation which everyone should be aware of and be prepared to deal with if necessary.

- There is suspicion or evidence that an adult is being abused by a person associated with DPVC.
- An adult accuses a person associated with DPVC of abusing them.
- Abuse takes place or is suspected at a DPVC event by individual(s) unrelated to DPVC.
- An adult discloses abuse happening elsewhere e.g. at home.

In addition, adults may suffer financial abuse (which is not merely theft) usually occasioned by those closest to them. Adults have a right to give their consent to actions to safeguard or protect them, but this may be over-ruled where: other people will be put at risk if action is not taken; a crime has been committed; it is in the public interest to take action.

## What to do if an adult at risk discloses to you or you discover abuse

- Be prompt, calm, assured and professional.
- Keep any details strictly confidential and share only on a 'need to know' basis.
- Report the issues as soon as possible to a trustee with responsibility for safeguarding, DPVC designated Safeguarding Officer, Judith Anderson or, if not available, contact Social Services Duty Desk on 01446 704812 or to the local Police in line with All Wales Adult Protection Procedures.
- You must ensure the care and safety of the alleged victim.
- Do not promise to keep the information secret.
- Listen carefully to the account without interrogating the person – only clarify the facts.
- Note persons, places, and times referred to in the account given.
- Write down as soon as possible exactly what the person said then sign and date it.
- Preserve any physical evidence.
- If the perpetrator is also an adult at risk consideration will need to be given to their needs.

***It is essential to be sensitive as in cases of possible sexual abuse or situations where there is a danger of exposing the person to further immediate risk of abuse or injury.***

## **What to do when an incident involving an adult at risk does not appear to require emergency procedure or there is insubstantial evidence of abuse or neglect.**

- Volunteers should be sensitive to cultural, racial and other factors affecting families.
- Volunteers observing any indicators of abuse should initially and sensitively seek an explanation. If the families are unco-operative the Volunteer should advise them that the Designated Safeguarding Officer will be informed.
- The Designated Safeguarding Officer should check the volunteer's report tactfully with the individuals concerned. They should explain to the formal or informal carer that any unsatisfactory explanation of the adult's condition may be discussed with other professionals.
- Volunteers uneasy about any explanation or noticing re-occurrence should share their concern with the Designated Safeguarding Officer. Unstable or changed situations should also be reported. Concerns should be recorded.
- If an adult at risk begins to disclose information about abuse, volunteers should listen carefully without prompting or probing but having first explained the limitations imposed by the law and DPVC confidentiality policy. The exact words should be recorded as soon as possible. ***It is not the role of volunteers to investigate allegations or diagnose abuse.***
- Written records should be simple and factual. They should be written in ink within 24 hours, dated, signed and held confidentially and securely. Actions taken by volunteers and witnesses should also be recorded.
- If the Designated Safeguarding Officer finds cause for concern, s/he will contact the appropriate officer at Social Services, the GP or the police.

## **Guidance for DPVC trustees, in the case of having to dismiss a member of staff/volunteer.**

Establish with Disclosure Services or equivalent body whether any of DPVC's activities fall under the criteria set for regulated activities. ***IF THEY DO:*** As a provider of a regulated activity DPVC would have a **legal duty** to inform the Disclosure & Barring Service (DBS) if it dismisses or removes someone from this regulated activity (or would have done had they not already left) because they harmed or posed a risk of harm to vulnerable groups including children. **It is a criminal offence not to make this disclosure.**

## **Guidance for volunteers attending reviews, case conferences and court proceedings**

- Volunteers should be accompanied by their Line Manager. Trustees should be accompanied by another trustee.
- Volunteers should prepare for the meeting and discuss which information must be shared with statutory workers.
- In certain situations, a discussion with the family beforehand might be counter-productive and cause unnecessary additional stress to the family, resulting in increased risk to the vulnerable person and may be an embarrassment if court proceedings are a possibility.
- Dinas Powys Voluntary Concern needs sufficient notice of impending reviews/case conferences where it needs to become involved. This should be agreed with the appropriate agency.
- Dinas Powys Voluntary Concern would wish to be informed of the decisions made.

## **Use of Information relating to third parties**

Personal information about adults e.g. names and addresses, obtained during activities at DPVC must be treated confidentially. It must be kept securely by the Chairman of DPVC, stored only as long as necessary and disposed of in a way which maintains their confidentiality. However this information, whilst held, may also be shared appropriately with statutory agencies to protect a vulnerable person or prevent/detect a crime.

## **Responsibility within Dinas Powys Voluntary Concern.**

It is the responsibility of all trustees, volunteers and staff of DPVC to be aware of safeguarding issues and this policy. DPVC recognises that a designated officer is required to ensure that good practice is maintained. To this end, DPVC has designated **Pam Gay** in her role as trustee to take lead responsibility in safeguarding. This involves

- writing and monitoring this policy
- keeping up to date with legislation and other guidance on safeguarding
- keeping up to date in local procedures and processes
- attending training
- ensuring that all trustees, volunteers and staff are trained in the policy and are able to access external training
- developing and maintaining a protocol with other voluntary agencies
- making referrals to the appropriate authorities if there is a disclosure, an incident or suspicion of abuse or neglect.

## **In order to avoid the occurrence of abuse DPVC will:**

- arrange whatever level of check is currently required and appropriate for all trustees, volunteers and staff who will have direct access to adults
- ensure that each trustee, volunteer and staff member has a role description and a copy of this policy
- arrange regular supervision for volunteers
- arrange training in safeguarding procedures.

## **Discussion of the issues**

Open discussion of safeguarding should be encouraged since this helps to make people more comfortable with the issues involved. Do not keep it 'under wraps' for fear of upsetting or embarrassing people. Recent media stories can be a useful way to air issues and challenge outdated values.

**This policy will be reviewed annually.**

Date this policy was drafted: 17 March 2022. Date for Review – January 2024

Date approved by the Board: 22 March 2022

**Contact Details**

**Dinas Powys Voluntary Concern Designated Safeguarding Officer**

**JUDITH ANDERSON Wellbeing & Befriending Coordinator 07765 513424**

**Social Services**

Lead Manager Vale of Glamorgan Adult Referrals 01446 704812 (Office Hours)  
Emergency Duty Team (Outside Office Hours) 029 20788570

**Police**

**In an emergency – 999**

**Non-emergency - 101**

Divisional Police 01446 734451

**Disclosure Services**

Email: [info@disclosureservices.com](mailto:info@disclosureservices.com)