


## BATTLE SCARS CIO PROTECTION OF VULNERABLE ADULTS POLICY AND PROCEDURE

<b>Policy information</b>	
<b>Organisation</b>	Battle Scars
<b>Scope of policy</b>	Applies to all services, activities, training and general running of the organisation.
<b>Policy operational date (original)</b>	06/02/18
<b>Policy prepared by</b>	Jenny Groves – CEO
<b>Reviewed date</b> <b>Reviewed by</b>	06/01/24 Jenny Groves – CEO
<b>Amended</b>	No
<b>Date approved by Board</b>	15/01/24
<b>Policy review date</b>	By 31/01/25 Every year. This policy will also be updated as we establish face-to-face services outside of Leeds so the appropriate contact details for Adult Social Care Services are added.
<b>Distributing</b>	This policy will be available on the Battle Scars website. It will be a requirement for all trustees and staff to read the policy after appointment or after its review. A summary of all relevant policies will be included in the volunteer handbook with clear signposting to the full text. Volunteers will be kept up to date with any changes that might affect their role.
<b>Introduction</b>	
<b>Purpose of Policy</b>	Battle Scars is committed to supporting the right of adults at risk to be protected from abuse and to making sure all staff and volunteers work together and act promptly when dealing with allegations or suspicions of abuse. We will manage our services in a way which promotes safety and prevents abuse.
<b>We think that:</b>	<b>SAFEGUARDING IS EVERYBODY'S BUSINESS</b> - Safeguarding is the responsibility of everyone. If we have concerns that someone is being abused our loyalty to the vulnerable person comes before anything else: our organisation, other service users, our colleagues and the person's friends and family. <b>DOING NOTHING IS NOT AN OPTION</b> - If we know or suspect that a vulnerable adult is being abused, we will do something about it and ensure our work is properly recorded.
<b>Who is a vulnerable adult</b>	A vulnerable adult is any person aged 18 years or over who is, or may be, unable to take care of themselves or who is unable to protect themselves against significant harm or exploitation. This may be because they have a mental health problem, a disability, a sensory impairment, is old and frail, is substance or alcohol dependent, or has some form of illness. We also recognise that people may also become at risk of abuse through circumstances arising from low self-esteem, social

	exclusion, a criminal record, homelessness, domestic violence, ethnicity, immigration status, gender or sexuality.
<b>Vulnerable adult rights</b>	
<b>Rights</b>	The rights of vulnerable adults to live a life free from neglect, exploitation and abuse are protected by the Human Rights Act 1998. Specifically, a vulnerable adult's right to life is protected (under Article 2); their right to be protected from inhuman and degrading treatment (under Article 3); and their right to liberty and security (under Article 5).
<b>Values and principles</b>	<ul style="list-style-type: none"> <li>• Respect and dignity will be accorded to all vulnerable adults as any other adult.</li> <li>• Confidentiality – all vulnerable adults will know that information about them is managed appropriately and there is a clear understanding of confidentiality and its limits among volunteers and staff.</li> <li>• Vulnerable adults will be treated equally having their background and culture valued and respected.</li> <li>• Vulnerable adults are entitled to privacy, with no unnecessary intrusion into their affairs.</li> <li>• Vulnerable adults are entitled to feeling safe and be able to live without fear of abuse, neglect or violence. There must be a balance between one's own safety and the safety of others.</li> <li>• Vulnerable adults will receive support in order to report any form of abuse.</li> <li>• Access to information and knowledge – all vulnerable adults will have access to information that they can understand to make an informed choice in order to fulfil their ability and potential.</li> <li>• Choice – all vulnerable adults will have the opportunity to select independently from a range of options based on clear and accurate information.</li> </ul>
<b>Abuse</b>	
<b>Definition of abuse</b>	Abuse is a violation of an individual's human and civil rights by any other person(s) or group of people. Abuse may be single or repeated acts and may be carried out deliberately or unknowingly.
<b>Abuse can be:</b>	<ul style="list-style-type: none"> <li>• Physical: for example, hitting, slapping, pushing;</li> <li>• psychological and emotional: for example, shouting, swearing, frightening, blaming, ignoring or humiliating a person, threats of harm or abandonment, intimidation, verbal abuse;</li> <li>• sexual: such as forcing a person to take part in any sexual activity without his or her informed consent – this can occur in any relationship;</li> <li>• discriminatory: including racist or sexist remarks or comments based on a person's disability, age or illness, and other forms of harassment, slurs or similar treatment. This also includes stopping someone from being involved in religious or cultural activity, services or support networks;</li> <li>• domestic abuse;</li> </ul>

	<ul style="list-style-type: none"> <li>• financial or material abuse such as coercing the transfer of money or property or by using fraudulent means;</li> <li>• neglect and acts of omission;</li> <li>• modern Slavery;</li> <li>• institutional abuse.</li> </ul>
<b>How might we notice abuse?</b>	<p>Concerns about or evidence of abuse can come to us through:</p> <ul style="list-style-type: none"> <li>• a direct disclosure by the vulnerable adult;</li> <li>• a complaint or expression of concern by another volunteer, another service user, a carer, a member of the public or relative;</li> <li>• an observation of the behaviour of the vulnerable adult by a volunteer or member of staff.</li> </ul>
<b>Our commitment</b>	
<b>Scope</b>	<p>To support vulnerable adults who are experiencing, or at risk from, abuse, Battle Scars is committed to:</p> <ul style="list-style-type: none"> <li>• identifying the abuse of vulnerable adults where it is occurring;</li> <li>• responding effectively to any circumstances giving grounds for concern, or where formal complaints or expressions of anxiety are expressed;</li> <li>• ensuring the active participation of individuals wherever possible and appropriate;</li> <li>• raising awareness of the extent of abuse on vulnerable adults and its impact on them;</li> <li>• promoting and supporting work designed to reduce abuse and the fear of abuse as experienced by vulnerable adults;</li> <li>• regularly monitoring and evaluating how our policies, procedures and practices for protecting vulnerable adults are working;</li> <li>• making sure our policies, procedures and practices stay up to date with good practice and the law in relation to safeguarding vulnerable adults.</li> </ul>
<b>Prevention &amp; confidentiality</b>	
<b>Prevention</b>	<p>All employees will be requested to read the Battle Scars policy. Volunteers will receive a summary of the policy and clear instructions on how to spot, react to and report any safeguarding issues.</p> <p>All employees and any volunteers with any form of direct contact with vulnerable adults will attend safeguarding training.</p>
<b>Confidentiality</b>	<p>Battle Scars will work with vulnerable adults in a way that meets all the aspects of confidentiality in our different policies, but where abuse to a vulnerable person is alleged, suspected, reported or concerns are raised, the safeguarding vulnerable adults procedure (below) must be followed. The confidentiality of the vulnerable person will be respected wherever possible and their consent obtained to share information. The vulnerable person should be made aware that volunteers and employees cannot ignore issues around abuse and that steps will be taken to deal with them in as sensitive a manner as possible. The welfare of the individual is paramount.</p>
<b>Safeguarding vulnerable adults procedure</b>	

<p><b>The procedure in detail</b></p>	<p>If you think abuse has or may have occurred act immediately. It is the responsibility of the person first becoming aware of a situation where there may be a vulnerable adult subject to, or at risk of, abuse to:</p> <ul style="list-style-type: none"> <li>• make safe. Deal with the immediate needs of the person. This may mean taking reasonable steps to ensure the adult is in no immediate danger, encouraging them to seek medical treatment or seeking medical treatment if required as a matter of urgency by calling an ambulance;</li> <li>• tell a member of the board of trustees, the CEO, a member of staff, the group facilitator or a senior volunteer within 24 hours;</li> <li>• if the person first becoming aware of the situation is not a volunteer, a member of staff, a trustee or the CEO it's the responsibility of the Battle Scars representative this has been reported to fill in the Safeguarding Incident form. If not already, the CEO or a trustee must be made aware of this incident within 24 hours;</li> <li>• identify if the alleged perpetrator is a vulnerable adult;</li> <li>• identify if other vulnerable adults are at risk;</li> <li>• contact the police if serious injury has been inflicted through abuse or if sexual abuse, physical abuse, theft or fraud is suspected AND the service user has expressed a wish for the police to be contacted OR the judgement of the person(s) involved is that the person is unable or incapable of making a decision for themselves OR the incident is such that other adults may be at risk of serious harm, theft or fraud and the judgement of the person(s) involved is that there is a public interest to be served by informing the police, even though the adult at risk does not wish for this to happen;</li> <li>• do NOT discuss the allegation of abuse with the alleged perpetrator;</li> <li>• do NOT disturb or destroy articles that could be used in evidence. Where an assault of some kind is suspected do not wash or bathe the person unless this is associated with first aid treatment necessary to prevent further harm;</li> <li>• check that the circumstances fall within the safeguarding adults procedures i.e. meeting the definition of abuse as defined in this Policy and Procedures;</li> <li>• address issues of consent and confidentiality.</li> </ul>
<p><b>Record</b></p>	<ul style="list-style-type: none"> <li>• Record what was said or the reason for concern as soon as possible after any disclosure; the person who receives the allegation or has the concern (if that person was a service user then it's the responsibility of the Battle Scars representative this was reported to) must complete a Safeguarding Incident form (see appendix) and ensure it is signed and dated. The contents of the Safeguarding Incident form should include: <ul style="list-style-type: none"> <li>○ name of person who receives the allegation;</li> <li>○ date and time of notification;</li> <li>○ vulnerable adult's name;</li> <li>○ how the allegation was received;</li> <li>○ what was said and / or observed;</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ the appearance and behaviour of the victim;</li> <li>○ any injuries observed including description of size, nature (e.g. bruise, laceration) and location;</li> <li>○ actions taken (both internal and external actions - based on the issues raised in the allegation).</li> </ul> <p>The CEO or trustee dealing with this incident must complete the sections about actions taken on their part as well as responses from other services (e.g. social services). When the incident is closed this must be clearly stated.</p> <ul style="list-style-type: none"> <li>● Respect confidentiality.</li> <li>● Ensure that all documentation is securely stored.</li> </ul>
<b>Named person(s) for safeguarding</b>	<p>Name of Safeguarding Lead: Jenny Groves (CEO)  Named trustee: Clare Schmidt  Mobile Number: 07410 380747 (Battle Scars phone)  Emergency Contact No: 07468 491578 (CEO)</p>
<b>Who to notify</b>	<ul style="list-style-type: none"> <li>● If no member of the board or trustees, or official representative of Battle Scars is present, please ring Battle Scars on 07410 380747 or contact Jenny Groves (CEO) on 07468 491578.</li> <li>● If a crime has been committed, please contact the police on 101 (999 in an emergency).</li> <li>● If medical help is required, call 999 for paramedics.</li> <li>● <b>Leeds:</b> <ul style="list-style-type: none"> <li>○ Call Leeds Adult Social Care Customer Services on 0113 222 4401 (Monday to Friday 9am – 5pm, except Wednesdays open from 10am) and tell them you wish to make a Safeguarding Adults Alert. Call with <a href="#">SignVideo live BSL interpretation</a></li> <li>○ If it is outside normal office hours and there is no imminent danger to the individual, contact the Leeds Emergency Duty Service on 0113 378 0644 and tell them you wish to formally raise a safeguarding concern.</li> <li>○ Email: <a href="mailto:edt.ss@leeds.gov.uk">edt.ss@leeds.gov.uk</a></li> <li>○ If there is any uncertainty, a trustee or the CEO dealing with the incident may contact the Leeds Adult Social Care Customer Services for advice on 0113 222 4401. These contact details only apply to adults residing in Leeds.</li> <li>○ <a href="#">Report neglect or abuse of an adult</a></li> <li>○ <a href="#">More information on adult social care and support</a></li> </ul> </li> </ul> <p>If the vulnerable adult resides outside the Leeds area, a referral to the appropriate Adult Social Care Services will be made.</p>
<b>Signature of safeguarding lead</b>	 Jenny Groves 06/01/2024
<b>Policy review</b>	
<b>Responsibility</b>	It is the responsibility of the CEO to review this policy unless the task has been delegated to an appropriate volunteer or employee before the policy review date.

<b>Procedure</b>	All volunteers and employees can have input in this policy's review via their supervision.
<b>Timing</b>	The review must be completed within a month of the review date.

## Battle Scars Safeguarding Incident

**Part 1** to be completed by person receiving the allegation or raising the concern.

**Part 2** to be completed by the CEO or trustee dealing with this incident.

<b>PART 1</b>	
Name of person who has received the allegation:	
Role / link to Battle Scars (e.g. volunteer, service user etc.):	
Date of notification:	Time of notification:
Young person's or vulnerable adult's details:	
Name:	Age (if adult please enter 18+):
How was this allegation received or how was the safeguarding concern raised (include location, setting, circumstances etc.):	
What was said and / or observed (include the appearance and behaviour of the victim, description of any injuries incl. location, size etc.):	
Action(s) taken (specify when):	
Signature of person filling in Part 1 of this form:	
Date:	

*Appendix - Battle Scars Safeguarding Incident form (2018) Page 1*

## Battle Scars Safeguarding Incident

**Part 1** to be completed by person receiving the allegation or raising the concern.

**Part 2** to be completed by the CEO or trustee dealing with this incident.

<b>PART 2</b>	
Name of person who has received the completed form:	
Position in the organisation:	
Date report of allegation was received:	Time report of allegation was received:
Date completed form was received:	Time completed form was received:
Action(s) taken (include dates / times):	
<input type="checkbox"/> External referral made (e.g. Children's / Adult Social Care services) Date:	
Other comments including outcomes:	
Signature of person closing the incident:	
Date:	

*Appendix – Safeguarding Incident form (2018) Page 2*