

SAFEGUARDING POLICY

Real Purpose provides services to a wide range of individuals and organisations throughout Leicestershire and we recognise that some of our clients will be vulnerable adults. In the context of this policy young persons (who are not covered by this policy) are defined as anyone aged under 18 years. A person, being aged 18 years or over, may be considered to be vulnerable if that person:

- receives personal care, or nursing, or support to live independently in their own home, or a care home
- receives any health or social services
- has a substantial learning or physical disability, or
- has a physical or mental illness, chronic or otherwise, including addiction to alcohol or drugs, or
- a substantial reduction in physical or mental capacity due to advanced age or to illness.

All staff members, Directors and volunteers at Real Purpose play an important part in promoting the safety and protection of the vulnerable adults with whom our organisation works. The aim of this policy is to ensure that any vulnerable adults are protected and kept safe from harm while they are in receipt of services from Real Purpose. In addition to this policy, Real Purpose has a framework of policies which are designed to ensure the emotional and physical safety of clients/ participants, staff and volunteers which includes: -

- Recruitment and Selection Policy
- Confidentiality Policy
- Grievance and Disciplinary Policy
- Complaints Procedure

The named person [person with responsibility for the procedure] is Peter Smith, Director.

1. Recruitment, Selection & Training of Staff & Volunteers

- 1.1 Real Purpose will ensure that its recruitment and selection procedures will take account of the need to protect vulnerable adults. Two references will be taken up for all successful candidates prior to a formal offer of employment, and where appropriate referees will be asked to comment on the applicant's suitability to work with vulnerable adults.
- 1.2 Where relevant to the post, the successful applicant will be asked to agree to an appropriate Disclosure and Barring Service check. The check will be requested prior to the applicant taking up post. New staff will be able to work while Real Purpose waits for a DBS check as long as they are supervised at all times when working with customers and that a risk assessment has been completed.
- 1.3 Induction for new staff and volunteers will include information on all relevant policies and procedures, including the protection of vulnerable adults, and on-going training will be provided if necessary.
- 1.4 All staff and volunteers will have a designated supervisor who will provide appropriate ongoing support and supervision.

2. Reporting Procedure

- 2.1 Abuse of vulnerable adults can take many forms including physical, emotional, sexual and financial. It is not the responsibility of anyone working within Real Purpose, in a paid or unpaid capacity to decide whether or not abuse has taken place. It is therefore vital that staff members raise all cases of suspected or alleged abuse in line with the procedures identified in this policy. It is important to do this as there may already have been concerns expressed by other members of staff and failure to report concerns may put a vulnerable adult at risk.
- 2.2 Any disclosure or suspicion of abuse should be reported to the staff member/volunteer's line manager as soon as possible.
- 2.3 The line manager, in consultation with the Directors, or one of the Non-Executive Directors, will gather further information and details by interviewing the person making the report or the client directly.
- 2.4 The Directors or Non-Executive Director will then devise an appropriate plan of action. The exact nature of the action taken will be determined by the individual circumstances, but it may include the involvement of external

- authorities, such as a Local Authority Social Work Team, referral organisations and the Police.
- 2.5 In the case of a disclosure or suspicion of abuse concerning a young person aged under 18, Aspiro will always refer the matter to the appropriate external authorities, which in the first instance is likely to be the Local Authority Social Work Team (Children's Services).
 - 2.6 All staff and volunteers (where appropriate) of Real Purpose will be familiar with good practice guidelines on the immediate action to be taken following a report of abuse (see appendix 1).
 - 2.7 Any allegation made against a member of staff or volunteer should be reported to their Line Manager who will investigate and take action as per the Disciplinary Policy. In the event of an allegation being made against the line manager, this should be reported to the Directors, the Board of Directors or their nominated representative.
 - 2.8 If a disclosure of abuse is made by a client, care should be taken to explain to them the procedure that will be followed and they should be told that it may not be possible for Real Purpose to maintain confidentiality.
 - 2.9 If a client of Real Purpose makes an allegation about another organisation this should be reported to the Directors who will investigate and take appropriate action.

3. Good Practice

- 3.1 All staff and volunteers should be familiar with and adhere to Real Purpose Guidelines for Good Practice for working with Clients [see appendix 2].

Appendix 1

The following are guidelines on immediate action to be taken following a reporting of abuse by a young person or vulnerable adult.

- React calmly so not to frighten or deter them.

- Re-assure them that you are glad they have told you, and it is not their fault.
- Don't promise to keep it to yourself, at the earliest opportunity remind them of our confidentiality policy and explain what this means.
- Explain that you need to make sure that they will be safe and may have to pass on the information to somebody trusted to deal with it appropriately.
- Listen carefully to what they say and take them seriously.
- Allow them to tell you what happened in their own words.
- It is important to clarify what you have heard, and to establish the basic facts. However, avoid leading questions and do not ask them specific questions about explicit details.
- If possible make brief notes during the initial disclosure, explaining to them why you are doing this. If not possible to do at the time, make notes as soon as possible afterwards. All notes should be dated and signed by the staff member or volunteer taking them. The information recorded should include:
 - The nature of the suspicion or allegation.
 - A description of any visible injury.
 - Dates and times and any other factual information.
 - The distinction between fact, opinion or hearsay.

Appendix 2

GOOD PRACTICE GUIDELINES FOR WORKING WITH CLIENTS.

- If a member of staff/ volunteer must meet a client outside of the Real Purpose office, where possible, this meeting should take place in a public place [see Real Purpose Personal Safety Policy].
- Visiting clients at their home is not encouraged, but it is recognised that in certain circumstances it may be unavoidable. In the event of a staff member/ volunteer visiting a client at home they must ensure that another member of staff knows where they are going and what time they are expected to be back [see Real Purpose Personal Safety Policy].
- Clients should never be given access to the home address or telephone number of any volunteer or staff member of Real Purpose. Clients' contact details should never be disclosed to anyone outside of Real Purpose without their explicit consent.
- Members of staff and volunteers should not usually be alone in the office with a client. If a staff member or volunteer is meeting a client outside of normal office hours they must ensure that another staff member will remain in the office until the meeting is finished.