

Safeguarding Policy and Procedures - Vulnerable Adults

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This policy and related guidance will be monitored by the Designated Safeguarding Lead (DSL) on a regular basis for compliance and will be reviewed at least annually.

Introduction

Liberty Music is a Community Interest Company. We are based at Sanctuary Art of Sound Recording & Rehearsal Studios, Watford, Hertfordshire which is a professional music facility with seven studios and a vibrant community of musicians.

We are dedicated to sharing the benefits music brings to people of all ages and backgrounds who may struggle to access professional facilities, instruments and equipment and who would otherwise face barriers to making music.

In terms of safeguarding, Liberty Music CIC, hereafter referred to as the Organisation, is classed as an Out of School Setting (OOSS) delivering extracurricular clubs and sessions providing instrumental music lessons to people of all ages. This includes working with vulnerable adults.

Definition of a Vulnerable Adult

A vulnerable adult is a person aged 18 years and over, who is or may need community care services by reason of disability, age or illness; and is or may be unable to take care of or unable to protect him or herself against significant harm or exploitation".

The Care Act 2014 sets out that adult safeguarding duties apply to any adult who:

- Has care and support needs, and
- Is experiencing, or is at risk of, abuse and neglect, and is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs

All adults should be able to live free from fear and harm. But some may find it hard to get the help and support they need to stop abuse.

An adult may be unable to protect themselves from harm or exploitation due to many reasons, including their mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

The Organisation adheres to following the six key principles that underpin safeguarding work as detailed in Care Act and 2014 and Care Act Statuary Guidance;

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>

The Organisation, aims to ensure that people, are protected and kept safe from harm while they are with our staff and volunteers. In order to achieve this, we will ensure our staff and volunteers are carefully selected, screened, trained and supervised.

Duty of Care

The organisation has a duty of care towards people of all ages and abilities which must include extra considerations for vulnerable adults, people with special educational needs (SEN) and people with disabilities. In order to meet this requirement the following policies are in place;

- Premises, and equipment are regularly inspected and maintained to ensure they are accessible and safe to use
- The organisation has a Health and Safety policy
- The organisation has a Fire Safety and Evacuation Plan
- All staff are Health and Safety and Fire Safety trained, people attending sessions will receive a Fire Safety induction and will be briefed on the safe use of equipment
- At least two members of staff will be on duty during all of the Organisation's sessions
- At least one member of staff will have first aid training and access to a first aid kit
- Carers must complete a GDPR compliant registration form for each vulnerable person which must include two emergency contacts and details of medical conditions, including allergies
- A register of attendance will be taken prior to each session

- Carers will be provided with contact details for the Designated Safeguarding Lead (DSL) and main reception

Safeguarding Policy and Procedures

The purpose of this policy and procedures document is:

- To protect vulnerable adults who receive the Organisation's services from harm. This includes the children of adults who use our services
- To provide staff and volunteers, as well as vulnerable adults and their families, with the overarching principles that guide our approach to safeguarding

This policy applies to anyone working on behalf of the Organisation, including but not limited to; directors, managers, paid staff, volunteers, teachers, mentors, agency staff and students.

We believe that:

- People of any age should never experience abuse of any kind
- We have a responsibility to promote the welfare of all people, to keep them safe and to practise our business in a way that protects them

We recognise that:

- The welfare of the people who use our services is paramount in all the work we do and in all the decisions we take
- Working in partnership with our customers, their carers and other agencies is essential in promoting people's welfare
- All people, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse
- Some people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues
- Extra safeguards may be needed to keep people who are additionally vulnerable safe from abuse

We will seek to vulnerable adults safe by:

- Valuing, listening to and respecting them
- Appointing a nominated Designated Safeguarding Lead (DSL) for vulnerable adults and a Safeguarding Director (DS)
- Adopting safeguarding best practice through our policies, procedures and code of conduct for staff and volunteers
- Developing and implementing an effective on-line safety policy and related procedures

- Providing effective management for staff and volunteers through supervision, support, and training so that all staff and volunteers know about and follow our policies, procedures and behaviour codes confidently and competently
- Recruiting and selecting staff and volunteers safely, ensuring all necessary checks are made
- Recording and storing and using information professionally and securely, in line with data protection legislation and guidance (GDPR)
- Making sure that vulnerable adults, their carers and their families know where to go for help if they have a concern
- Using our safeguarding procedures to share concerns and relevant information with agencies who need to know, and vulnerable adults and carers appropriately
- Using our procedures to manage any allegations against staff and volunteers appropriately
- Creating and maintaining an anti-bullying environment and ensuring that we have a policy and procedure to help us deal effectively with any bullying that does arise
- Ensuring that we have effective complaints and whistle blowing measures in place
- Ensuring that we provide a safe physical environment for everyone who uses our services and facilities by applying health and safety measures in accordance with the law and regulatory guidance

Legal Framework

This policy has been drawn up on the basis of The Care Act 2014 legislation, policy and guidance that seeks to protect vulnerable adults in England. Legislation and guidance is available from: <https://www.legislation.gov.uk/ukpga/2014/23/contents>

Other Relevant Guidance

- SD8: Office of the Public Guardian Safeguarding Policy (web version) January 2023: <https://www.gov.uk/government/publications/safeguarding-policy-protecting-vulnerable-adults/sd8-opgs-safeguarding-policy>

Supporting documents

- Data Protection (GDPR) Policy

Selection of Suitable Staff and Volunteers

- All applicants will complete an application form
- Short listed applicants will be asked to attend interview
- Short listed applicants will be asked to provide references, and these will always be taken up prior to confirmation of an appointment

- Where relevant to the post, the successful applicant will be asked to agree to Disclosure and Barring Service (DBS) disclosure. Disclosures will be requested and checked prior to the applicant starting work

Training of Staff and Volunteers

- The successful applicant will receive induction training, which will give an overview of the Organisation and ensure they know its purpose, values, services and structure
- Relevant training and support will be provided on an ongoing basis, and will cover information about their role, and opportunities for practising skills needed for the work
- Training on specific areas such as Health & Safety procedures, Safeguarding, and Data Protection (GDPR) will be given as a priority to new staff and volunteers, and will be regularly reviewed

Supervision of Staff and Volunteers

- All staff and volunteers will have a designated line manager who will provide regular feedback and support, they will also have “open door” access to the DSL and Safeguarding Director using the contact details provided in this document
- All staff and volunteers will attend an annual performance review meeting which will include performance monitoring and a review of training needs
- The Organisation will ensure that all staff and volunteers involved in recruitment, training and supervision, are aware of this safeguarding policy and have received appropriate training and support to ensure its full implementation

Complaints and Allegations Against Staff

- If a complaint or allegation is made against a member of staff or volunteer regarding health and safety, safeguarding or for any other reason that is considered inappropriate or places people at risk of harm, they will be suspended from duties until the incident(s) are investigated and concluded
- This shall include but is not limited to, complaints or allegations by colleagues, people using our services, their carers, other users of Sanctuary Studios, members of the public, enforcement agencies, agencies involved in safeguarding or the local authority.
- Once the investigation is concluded, the Organisation will follow disciplinary procedures which may result in re-training, disciplinary action or if necessary, dismissal
- The Organisation may also report incidents to the local authority, enforcement agencies and the DBS barring service
- If a complaint or allegation proves to be false or malicious no action will be taken against the staff member or volunteer and they will be supported by the Organisation
- The Organisation reserves the right to permanently bar anyone who raises false complaints or allegations and, to report them to the local authority and enforcement agencies if necessary

- If a colleague has been found to have made a false or malicious complaint or allegation disciplinary action will be taken which may result in dismissal. The Organisation reserves the right report them to the local authority and enforcement agencies

Designated Safeguarding Lead (DSL) and Safeguarding Director (DS)

- The Organisation ensures that the Designated Safeguarding Lead (DSL) and the Safeguarding Director (DS) are suitably trained and demonstrate a good understanding of specific safeguarding issues
- This includes issues but is not limited to the following issues: bullying, physical abuse, emotional abuse, neglect, exploitation, sexual harassment and sexual violence, sexting, hazing, on-line safety, substance abuse, extremism and radicalisation
- The DSL and the DS understand the referral process into the local authority's social care team and what to expect once a referral is made
- The DSL and DS keep contact details for Local Authority Social Services to hand at all times

Designated Safeguarding Lead (DSL) and Safeguarding Director (DS) Contact Details

Name	Role	Phone Number	Email
Anthony Heaton	Designated Safeguarding Lead (DSL)	01923 230777	info@libertymusic.co.uk
Barry Smart	Safeguarding Director (DS)	07806 787436	info@libertymusic.co.uk

Code of Conduct for Staff and Volunteers

- Staff and volunteers must be professional, polite and respectful to all, regardless of age, background, ability, gender, ethnicity, sexuality or beliefs with particular considerations made for people with protected characteristics
- Staff and volunteers should not work alone with vulnerable adults, a 2nd staff member, carer or volunteer must be present within the premises at all times
- Staff and volunteers are not permitted to work while intoxicated or under the influence of alcohol or illegal/recreational drugs
- Negative communication, foul language and bullying will not be tolerated in any form
- Staff and/or volunteers should under no circumstances inflict physical or psychological harm on anyone
- Assault of vulnerable adults is against the law. If anyone causes physical or psychological injury to or mistreats anyone, the Organisation will not hesitate to contact the relevant enforcement agencies which could lead to prosecution and a criminal offence
- Staff and volunteers must not enter into an inappropriate relationship with vulnerable adults, it will be treated as a safeguarding concern. It is illegal to have sexual relationships with a person who is unable to consent

- Staff and volunteers should respect the personal space of the vulnerable adults they work with. Physical signs of affection including hugging, petting, kissing and any type of inappropriate touching are not permitted and will be treated as a safeguarding concern
- Staff and/or volunteers will be asked to leave the premises or outreach event immediately by their Line Manager, the DSL or the Safeguarding Director if any of the above points are breached

Behaviour Codes for Vulnerable Adults

- Vulnerable adults will be asked to produce their own set of ground rules prior to commencing a project. Staff and/or volunteers will ensure the following points are included
- People using the Organisations services and facilities must be polite and respectful to all regardless of age, background, ability, gender, ethnicity, sexuality or beliefs with particular considerations made for people with protected characteristics
- Premises and equipment must be kept clean, tidy and safe to protect everyone's health and safety
- Damage to equipment must be reported to staff or volunteers
- Negative communication, foul language and bullying will not be tolerated in any form
- People must not be intoxicated or under the influence of alcohol or illegal/recreational drugs when on site
- Smoking and vaping are only permitted outside in the designated smoking area
- Inflicting physical or psychological harm on anyone will not be tolerated and may result in permanent exclusion and a safeguarding concern will be raised
- Assault is against the law. If anyone causes physical or psychological injury to or mistreats another person, the Organisation will not hesitate to contact the relevant enforcement agencies
- People engaging in sexual activities on the premises or at outreach events will be treated as a safeguarding concern
- Anyone found breaching the above points may be asked to leave the premises or outreach event immediately by the DSL or the Safeguarding Director

Safe Practices on Site

- Vulnerable adults of there carer(s) must sign in and out at reception and may not leave the premises unattended unless they have permission from a carer to do so
- Carers may wait in the reception area during sessions but must also sign in and out
- The Organisation ensures that a minimum of two staff members or volunteers will be on site and that at least one of them is familiar with, and can apply the Organisation's Duty of Care, First Aid and Safeguarding Policy
- Staff and/or volunteers will provide induction training covering; site safety, the safe use of equipment and the behavioural code prior to commencing sessions

- Sessions will have a maximum staff/volunteer to vulnerable adult ratio of 1:4, For outreach events i.e. concerts, ratio's may increase to a maximum of 1:6
- All studios are sound proofed and some have limited visibility from the outside. To ensure user safety, all studios are monitored in real time by staff in the reception area.
- Sessions for vulnerable adults will be booked so that they do not clash with or overlap sessions run by other organisations who use Sanctuary Studios that support people who may present a risk
- There are two single toilets and wash facilities adjacent to the reception area which is staffed at all times, the reception area is also monitored by CCTV
- Staff and volunteers will not engage in personal care or provide help with using the toilet and/or wash facilities
- Drinks and snacks are available at reception subject to a carer providing permission and declaring allergies

Photography, Video and Sound Recording

- No video, photography or sound recording is permitted on site without the written consent from a vulnerable adult's carer. The carer must be over the age of 18. The Organisation will provide GDPR compliant consent forms
- All video, photography and sound recording that is permitted on site is the property of the Organisation and it may be used for marketing purposes or shared on-line unless an Artist Contract has been signed
- People using or visiting the premises may not video, photograph or record sound without the express permission of the Organisation and the consent of those being recorded

Data Protection

- The Organisation will adhere to it's Data Protection Policy (GDPR) which is compliant with the Information Commissioners Office (ICO) guidance
- Concerns or complaints regarding the Organisations handling of data can be made here: <https://ico.org.uk/make-a-complaint/>

On-line Safety

- The Organisation will restrict the use of mobile devices in sessions. No video, photography or sound recording will be permitted unless consent forms are provided and the Organisation provides express permission to do so
- Staff, volunteers and people attending sessions will be instructed not to post on-line content other than through the Organisation unless express permission to do so is granted
- The Organisation will only share content on-line through their own web site and social media feeds to ensure that the Organisation has control of on-line posts. All posts will be subject to consent forms and GDPR

- The Organisation may instigate, monitor and control social media groups (i.e. WhatsApp group, Facebook page) for the purpose of sharing content and organising sessions. This will be subject to consent from carers
- In the event that the Organisation receives on-line abuse for content it has posted, content will be removed subject to social media company policies
- Anyone found to be posting or sharing content on-line for the purpose of on-line abuse, bullying or any other safeguarding issue will result in the DSL raising a safeguarding concern and/or contacting enforcement agencies

People with Special Educational Needs (SEN) and Disabilities

People with special educational needs (SEN) and disabilities can face additional safeguarding difficulties. The organisations safeguarding policy, procedures and training reflects that additional barriers can exist when recognising abuse and neglect among such people. These can include:

- Assumptions that signs of possible abuse such as behaviour, mood and injury relate to the persons SEN or disability, without further exploration
- Being more prone to peer-group isolation than other people
- The potential to be disproportionately affected by behaviours such as bullying, without showing any outward signs
- Communication barriers and difficulties in managing or reporting issues or the additional challenges they face when trying to report issues
- To address these extra difficulties, the organisation will consider giving more pastoral support to people with SEN and disabilities by drawing on external specialist resources or by providing staff with additional training in the event of a safeguarding issue

What to do if a Vulnerable Adult makes a Disclosure or a Concern is Raised

- If anyone begins to make a safeguarding disclosure or raises a concern to you, you must not confront the alleged abuser. You must listen carefully, be non-judgemental, respectful and supportive.
- Tell them they are doing the right thing
- Do not attempt to investigate, this may be detrimental to a social care or police investigation
- If you believe they are in danger of immediate harm you must call 999
- Understand that the person making the disclosure or raising the concern has probably chosen you specifically because they feel safe with you
- You must not offer advice, guidance or share your own personal experiences in order to support a person making a disclosure or raising a concern, your role is to listen and refer it to a trained colleague
- You must explain that to help them as much as possible you must involve a trained colleague, the Designated Safeguarding Lead (DSL). If the allegation is against the DSL you must involve the Safeguarding Director (DS) instead

- Write down what they said as soon as you can after the disclosure and keep your notes confidential, safe and secure, somewhere where none can access them. You must only store them until you can hand them over to the DSL or DS
- You must then contact the DSL or DS as quickly as possible so that they can contact the relevant agencies as quickly as possible. They will need you to explain the disclosure, please ensure you are able to speak to them confidentially somewhere you cannot be overheard. They may also request access to your notes
- The Organisation understands the impact a disclosure or concern may have on the person receiving it and will offer support to all staff and volunteers who have experienced a disclosure or concern
- All data and/or records regarding the disclosure or concern are subject to data protection legislation (GDPR)

Reporting Procedure

- All Staff and volunteers will be encouraged to feel safe and to be fully supported when raising safeguarding concerns
- When a safeguarding issue is identified, including concerns about a colleague, in the first instance this should be reported to the Organisation's Designated Safeguarding Lead (DSL) either in person, by phone or in writing. The DSL will advise on the process to follow
- If the issue is connected to the organisation's DSL in any way, such as allegation, behaviour or incident then the matter is to be reported directly to the Safeguarding Director (DS)
- The DSL or DS will follow the reporting mechanism and guidance of **Hertfordshire County Social Services** by calling their 24 hour contact number **0300 123 4042** or, if the vulnerable person is in immediate danger they will call **999**.
- Concerns may also be reported on line: <https://www.hertfordshire.gov.uk/services/adult-social-services/report-a-concern-about-an-adult/report-a-concern-about-an-adult.aspx>

Whistle blowing

If for any reason you believe that a safeguarding concern is being covered up or dealt with poorly, the Organisation encourages you to contact Hertfordshire County Council Adult Social Services or the relevant enforcement agency directly.

Types of Sign of Abuse

In addition to training, all staff and volunteers may refer to Appendix 1 of this policy document to identify signs of types of abuse which should be reported.

Appendix 1

Types and Signs of Abuse

It has been estimated that roughly two-thirds of those harming a vulnerable adult are family members, most often the victim's adult child or spouse. Research has shown that in most instances the abuser is financially dependent on the vulnerable adult's resources and have problems related to alcohol and drugs.

The word abuse covers many different ways someone may harm a vulnerable adult.

Types of Abuse

Physical abuse is intentional bodily injury. Some examples include slapping, pinching, choking, kicking, shoving, or inappropriately using drugs or physical restraints.

Sexual abuse is non-consensual sexual contact (any unwanted sexual contact). Examples include unwanted touching, rape, sodomy, coerced nudity, sexually explicit photographing, sex within someone who is below the age of consent.

Mental mistreatment or emotional abuse is deliberately causing mental or emotional pain. Examples include intimidation, coercion, ridiculing, harassment, threatening physical violence, isolating from family, friends, pets or regular activity, use of silence to control behaviour, and yelling or swearing which results in mental distress.

Exploitation occurs when a person is improperly used for another person's profit or gain. Examples include illegally withdrawing money out of another person's account, stealing things, using their identity, sexual exploitation, criminal exploitation, forcing a them to work or to work for little or no money (modern slavery).

Radicalisation and/or Extremism happens when a person is influenced to believe in extreme or radical ideologies which may be harmful to themselves or others. For example, condoning the ideologies of a terrorist organisation or extreme religious or political group, spreading their message, funding them or taking part in their activities.

Neglect occurs when a person, either through his/her action or inaction, deprives a person the care necessary to maintain their physical or mental health. Examples include not providing basic items such as food, water, clothing, a safe place to live, medicine, or health care.

Self-neglect occurs when a person fails to provide adequately for themselves and jeopardizes his/her well-being. Examples include a living in hazardous, unsafe, or unsanitary living

conditions, not taking care of personal hygiene, not accessing health care or medication, or not having enough food or water.

Abandonment occurs when a person is left without the ability to obtain necessary food, clothing, shelter or health care. Examples include deserting a person in a public place or leaving a person at home without the means of getting basic life necessities.

Peer on peer abuse happens when a person or people within a similar age range, social group, care group, work group or within an educational setting abuse someone. Examples include; bullying at school, sexual harassment at work, on-line abuse.

Signs of abuse

Physical abuse

- Bruises, black eyes, welts, lacerations, and rope marks
- Broken bones
- Open wounds, cuts, punctures, untreated injuries in various stages of healing
- Broken eyeglasses/frames, or any physical signs of being punished or restrained
- Laboratory findings of either an overdose or under dose medications
- Individual's report being hit, slapped, kicked, or mistreated
- Sudden changes in behaviour
- Carers making excuses or refusing to allow visitors to see a person alone

Sexual abuse

- Bruises around the breasts or genital area
- Unexplained venereal disease or genital infections
- Unexplained vaginal or anal bleeding
- Torn, stained, or bloody underclothing
- An individual's report of being sexually assaulted or raped

Mental mistreatment/emotional abuse

- Being emotionally upset or agitated
- Being extremely withdrawn and non-communicative or non-responsive
- Unusual physical behaviour
- Problems eating or sleeping
- Signs of self harm
- Nervousness around certain people
- An individual's report of being verbally or mentally mistreated

Exploitation

- Sudden changes in finances including large losses or large increases
- Unexplained disappearance of possessions
- Having money or items they can't explain
- Saying things that are out of character, unusual or inappropriate for them
- Sudden appearance of previously uninvolved friends, carers or relatives
- Individual's report of exploitation

Extremism and Radicalisation

- Expressing extreme or harmful ideologies
- Justifying and/or glorifying actions that are contrary to the law and social values
- Supporting terrorism, racism or extreme organisations
- Disrespecting individual liberty and lack of tolerance for those with different faiths and beliefs
- Sharing harmful ideologies and content
- Inciting terrorism or civil unrest
- Advocating honour killings
- Calling for the deaths of service or enforcement personnel

Neglect

- Dehydration, malnutrition, untreated wounds, sores or poor personal hygiene
- Unattended or untreated health problems
- Hazardous or unsafe living conditions
- Unsanitary and unclean living conditions (e.g., dirt, fleas, lice on person, faecal/urine smell, inadequate clothing)
- An individual's report of being mistreated

Self-neglect

- Dehydration, malnutrition, untreated or improperly attended medical conditions, and poor personal hygiene
- Hazardous or unsafe living conditions
- Unsanitary or unclean living quarters (e.g., animal/insect infestation, faecal or urine smell)
- Inappropriate and/or inadequate clothing, lack of the necessary medical aids
- Grossly inadequate housing or homelessness
- Inadequate medical care, not taking prescribed medications properly
- Signs of self harm

Abandonment

- Deserting a person in a public place
- Deserting a person in their own home or living space
- Individual's report of being abandoned

Peer on peer abuse

- Abuse in intimate personal relationships between peers
- Bullying (including cyber bullying)
- Physical abuse such as hitting, kicking, shaking, biting, hair pulling, or otherwise causing physical harm
- Sexual violence, such as rape and sexual assault
- Sexual harassment, such as sexual comments, remarks and jokes either in person or on-line
- “Sexting” (also known as sharing self-generated indecent messages or images)
- Initiation/hazing-type violence and rituals
- Up-skirting
- Criminal and sexual exploitation