

## **Safeguarding Vulnerable Adults Policy**

### **1. Introduction**

Shama Women's Centre has empowered thousands of vulnerable women since 1983, helping them to become socially, educationally and economically active and improve their health and wellbeing. We do this by providing a range of social, training and support programmes to help them to improve their confidence, access volunteering opportunities, gain employment skills; and keep them safe through our domestic abuse service and welfare rights support. We offer a mental health support service which includes counselling, and holistic therapies. We also provide an onsite gym and sauna to improve health and wellbeing and an onsite nursery to support women with young children to access our services.

### **2. Policy Statement**

As an organisation we take safeguarding seriously, to ensure the safety of our staff, volunteers and service users and work with other agencies to support our work. We review our policy regularly and annually to ensure that it is up to date with government guidelines/legislation.

### **3. Who does this apply to?**

It is the duty of every organisation working with vulnerable adults to put in place safeguards to protect their clients. At Shama Women's Centre all staff members, volunteers are duty-bound to ensure that this policy is followed. Service users can also raise any concerns they may have.

### **4. Equal Opportunities and Diversity**

In recognition of Shama's value statements, together with a commitment to equality and diversity, we aim to safeguard all those who may face inequality or harassment due to their 'protected characteristics' including age, disability, sex, sexual orientation, race, religion or belief, gender reassignment, marriage or civil partnership, pregnancy or maternity.

As detailed in our Equality and Diversity Policy, it is expected that staff and volunteers take proactive steps to respect and value differences for the benefit of all those they work with.

### **5. Safeguarding our Staff and Volunteers**

We are also committed to ensuring that our staff (including sessional staff) and volunteers are also protected as far as we are able. This begins at the recruitment stage and includes the various "**safer recruitment**" steps we take to identify where applicants are unsuitable in order to prevent potential safeguarding issues from arising in the future. Job descriptions, person specifications, our application form, the interview process and obtaining satisfactory references, alongside undertaking Disclosure and Barring Service (DBS) checks ensure the system we use to recruit is robust and effective at rooting out any unsuitable individuals.

3We ensure both staff and volunteers receive adequate **training** at induction and that training opportunities are provided to ensure upskilling and keeping up to date with any legislative changes that may impact their delivery. The training looks at how the risks of abuse can be minimised, responsibilities of individuals for responding to allegations or concerns about suspected abuse.

Staff and Volunteers will receive regular **supervision** and their practice will be monitored by their Line Manager and the Management Committee to ensure adherence to safe working practices and organisational policies and procedures. We ensure that **staff/volunteers are kept updated** with the latest versions of our Safeguarding and other Shama policies; initially at induction, and then by email, acknowledging receipt of and understanding of the changes in the policies. We include safeguarding as a set item at staff team and management meetings; providing an opportunity to share best practice. **Service users** will be made aware of Safeguarding Policy/others at Induction, through the student handbook and receive revised policy documents by email.

We have systems and procedures in place for staff/volunteers to adhere to protect and keep them safe from harm whilst undertaking their roles. Details can be found in various policies, including our Code of Conduct, Risk Management, and Lone Working Policy, which all staff/volunteers are issued with and receive training in.

## 6. What is Safeguarding?

Safeguarding is about protecting individuals from abuse, harm and significant harm. We all have the right to live our lives free from abuse. It is recognised that certain groups of people may be likely to experience abuse and less able to access services or support to keep themselves safe. One such group is people with community care needs. This group may include disability

- A learning .physical/sensory disability
- Victims of or risk of domestic abuse
- Mental ill health or dementia
- Frailty due to age
- Acquired brain injury
- A drug /alcohol problem
- Certain types of physical illness

## 7. Vulnerable Adults

The definition of vulnerable adult is a person aged 18 or over who:

- Has care and support needs as specified under the Care Act 2014
- A person at risk of severe harm or does not appear to have the mental capacity under the Mental Health Act 2005 at the time to understand the situation.
- Is living in residential accommodation, such as a care home or a residential special school
- Is living in sheltered housing
- Is receiving domiciliary care in their own home
- Is receiving any form of healthcare
- Is detained in lawful custody (in a prison, remand centre, young offender institution, secure training centre, or attendance centre, or under the powers of the immigration and asylum Act 1999)

- Is under supervision of the welfare service, namely the provision of support, assistance or advice to live independently in accommodation or support their capacity to do so.
- Is receiving a service or participating in an activity for people who have particular needs because of their age or who have any form of disability
- Is an expectant or nursing mother living in residential care
- Is receiving direct payment from a local authority or health and social care trust in lieu of social care services, or requires assistance in the conduct of their affairs.

## **8. What is abuse?**

Abuse is defined as **“the violation of an individuals human or civil rights by any person or persons.”**

### **Abuse can be:**

- Physical - such as hitting, slapping, rough handling, misuse of medication, misuse of restraint. This includes cases of FGM, forced marriages, hate.
- Sexual – making someone carry out a sexual act they have not or cannot consent to.
- Psychological - such as threats or humiliation, radicalisation of an individual as described under the PREVENT strategy, cyber bullying.
- Financial or material – such as theft of money / possessions, misuse of someone’s benefits.
- Neglect – such as carer not meeting a person’s care health needs
- Acts of omission or self- neglect by the individual
- Discriminatory – Any form of abuse based on discrimination because of a person’s race, gender, age, disability, sexual orientation etc.
- Institutional – abuse or poor practice throughout an organisation.
- Domestic abuse can be perpetrated by anyone – relative, partners, friends, care workers, or strangers – and can happen anywhere.
- Modern slavery , exploited by gang masters/others
- County Line – Selling drugs

## **9. Reporting Abuse:**

Any staff member/volunteer/service user who witnesses abuse, or hears of it, or learns of a potentially abusive situation in relation to a vulnerable person must report it to his/her superior as soon as possible. A record of all concerns, disclosures and allegations should be kept in a confidential register which is kept securely and not accessible to all. Confidentiality can only be breached if an

individual is at risk of severe harm or appears not have the mental capacity to understand the situation.

In cases where a staff member wants to make a disclosure about Shama as an organisation in relation to wrongdoing, abuse or unethical behaviour of an employee', they are protected from suffering any detriment or termination of employment as outlined in Shama's '**Whistle Blowing policy**'. The concern should be reported by the staff member to Yasmin Nathani, MBE Chair of the Management Committee and the option to take it further to \*Leicester City Council Adult Social Care Team if the member is not happy with it. All other concerns should be referred to the following in order of priority:

1. Safeguarding Manager: Sultana Miah, **Telephone: 07519 415370**
2. Safeguarding Deputy lead: Sajeeda Badat , **Telephone: 0116 251 47 47**
3. Safeguarding Champion: Yasmin Nathani, MBE Chair of Management Committee: **Telephone: 07738 212639**
4. \*In cases where an external referral is deemed necessary by a member of staff the Leicester City Council's Adult Social Care 'Contact and Response' team can be contacted: 0116 4541004.

In cases where there is concern about adults working with children; staff and volunteers can contact Local Authority Designated Officer (LADO) Jude Atkinson on 0116 454 2440. For further information please see Shama's Child Safeguarding and Protection Policy.

5. In cases where **a service user** wants to raise a concern about an employee they need to contact Yasmin Nathani, MBE Chair of Management Committee: 0116 249 0721.

### **9a Informed consent \***

In certain situations where an adult safeguarding referral is to be made or discussed, and in working with a vulnerable adult, a decision may need to be made as to whether he/she has the capacity for informed consent. In doing so, the principles of the Mental Capacity Act (2005) will need to be central to the decision as follows:

- A person must be assumed to have capacity unless it is established she/he lacks it
- A person is not to be treated as unable to make decision unless all practicable steps to help her/him do so have been taken
- A person is not to be treated as unable to make a decision merely because she/he` makes an unwise decision
- Anything done for or on behalf of the person must be in her/his best interests
- Before making the decision, other less restrictive options should be considered i.e.
  - To consult with the named Safeguarding Deputy Lead (Sajeeda Badat) on 0116 251 4747 or 07928 888618
  - if any doubt remains, and decisions should be made with the Safeguarding Lead (Sultana Miah) on 0116 251 4747 or 07519415370

## 10. Data Protection & Confidentiality

All staff and volunteers involved with Shama's work may have access to confidential and/or sensitive information about its beneficiaries and others who come into contact with the charity. Shama Women's Centre has a commitment to keep its data and information confidential at all times and to abide by the General Data Protection Regulation 2018 (GDPR).

Any information relating to Shama Women's Centre, staff, volunteers, beneficiaries, agencies, stakeholders and partners must NEVER be discussed with any family, friends or other external contacts unless specifically authorised to do so ( see exception under \*informed consent).

All staff and volunteers must only collect necessary personal information and data. It must always be shared and stored securely.

Please see attached Shama Women's Centre's Safeguarding Protocol for dealing with concerns, disclosures and allegations (Attached Appendix)

## 11 .Review of Policy

This policy will be reviewed annually to ensure that it remains up to date and reflects the needs and practices of the organisation.

The policy may also be reviewed if legislation changes or if monitoring information suggests that policy or practices should be altered

Date reviewed 03/11/2022

Date of next review 03/11/2023

Signed by.....*Yasmin Nathani*..... (Chair of Management Committee)

## **Shama Women's Centre's Safeguarding Protocol**

This protocol is an appendix to our Adult Safeguarding Policy and runs alongside the following Shama policies:

- Equality & Diversity Policy
- Child safeguarding and protection policy
- Staff recruitment and selection policy
- Whistleblowing Policy
- Data protection and GDPR Policy

The aim of this protocol is to ensure that staff, volunteers and service users are clear as what action to take and when, to safeguard vulnerable individuals, and what constitutes a cause for concern. This covers contact by telephone, social media, email and on-line platforms, and documentation with vulnerable service users.

This action to safeguard can constitute a breach of Shama's commitment to confidentiality, putting the safety of the vulnerable individual first.

### **2. If you have a Cause for Concern**

On occasion's staff or volunteers may be become concerned about the manner of and what is being said by an individual, their body language in the way they express themselves, this could be a service user or someone who contacts the Centre. The individual may report abuse, fear, neglect, violence, suicidal thoughts to name a few. It's important that you know how to deal with this situation; particularly as many of our services users are vulnerable. In this case staff/volunteers must clarify the situation with the individual, establish the facts so the information is accurately represented.

Certain roles such as mental health counsellors will also undertake more detailed professional assessments such as the PHQ9 and GAD 7 to determine the level of risk. Whereas the Domestic Abuse Worker would undertake a DASH risk assessment with clients to determine the level of risk. However the process outlined in this protocol applies to all staff and volunteers who may come across an individual that requires safeguarding.

### **3. Next steps if you have a Cause for Concern**

If staff feel they have a reason to be concerned about an individual, this could be a counselling client, general caller, service users accessing learning and training workshops or other services, staff need to decide:

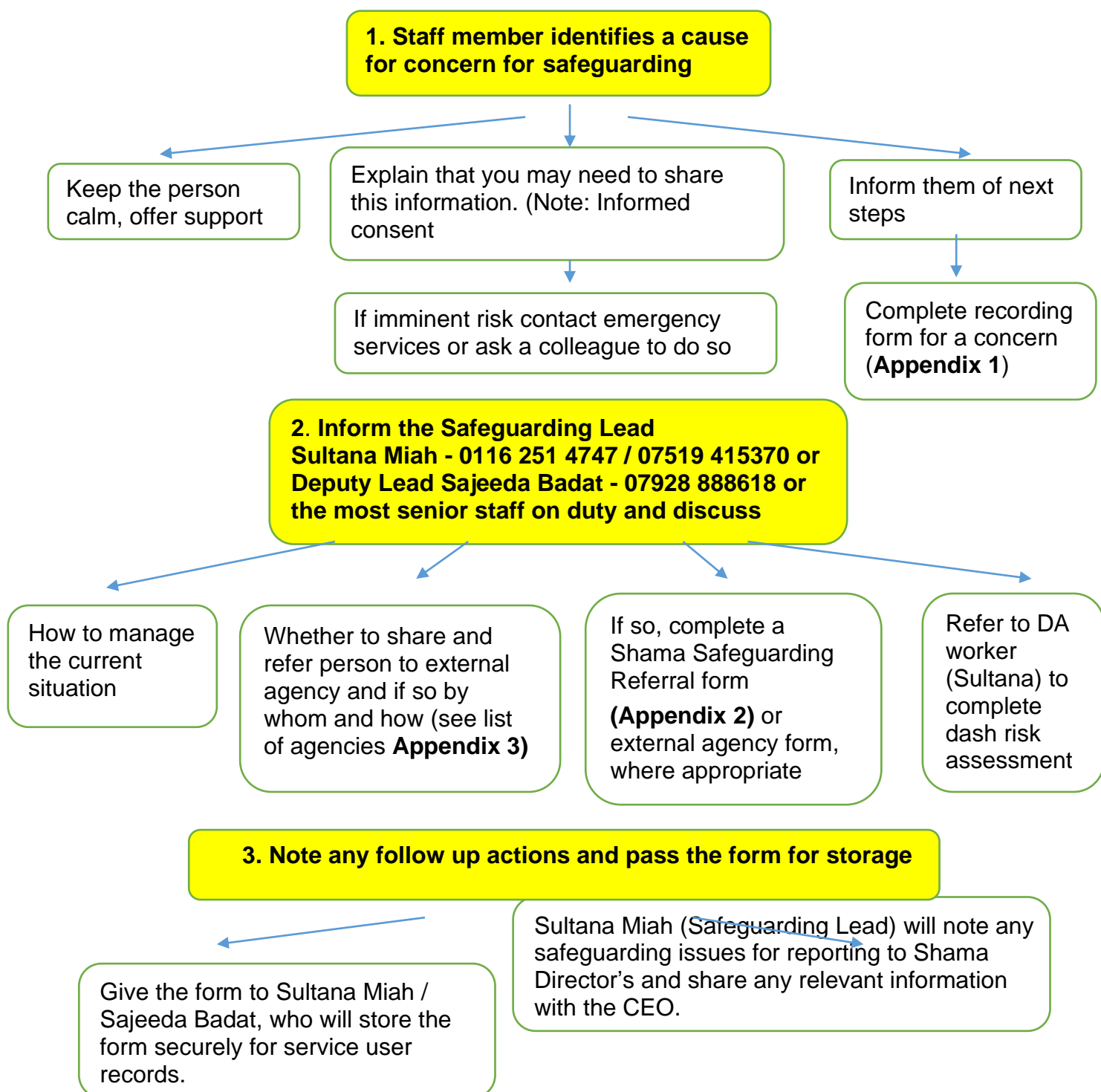
- if the concern warrants steps to safeguard the individual and if the steps will require a breach of data confidentiality (see 9a informed consent)
- Identify who or which organisation to escalate the concern to.
- To consider how much prior warning needs to be given to the individual before escalating the concern. This involves weighing up the risk of not taking any action on the individual versus the risk on Shama's reputation.

In order to support you and safeguard the individual we have the following safeguarding protocols in place.



## Protocols for Safeguarding at Shama Women's Centre

This applies to staff, volunteers who have cause for concern, for the safeguarding of an individual; including disclosures and allegations. This could be as a result of a phone call, face to face or virtual platform social media, and documentation; or a DASH risk assessment undertaken by DA Worker.



**Shama Women Centre Recording form for a Concern of Harm/Abuse or Disclosure**

- 1. Clients Name: .....
- 2. Nature of Concern / Disclosures: .....  
.....  
.....
- 3. Name of Assessor Staff/Volunteer: .....
- 4. Name of Client: .....  
Address.....  
Email: .....  
Telephone Number: .....
- 5. Information Shared with Safeguarding Lead      Yes       No   
Date Shared: .....

**6. Safeguarding Lead**

Name.....  
Email .....  
Telephone: .....

Actions/Outcomes:

**7. Additional Action Required:**

- Refer to external agency            Date completed: .....
- Complete Shama Referral Form
- Complete External Form



**Strictly Private & Confidential**

**SHAMA WOMEN'S CENTRE  
DV REFERRAL FORM**

39-45 Sparkenhoe Street  
Leicester, LE2 0TD  
Tel/Fax: (0116) 251 4747  
E-mail: [Sultanadvswc@yahoo.com](mailto:Sultanadvswc@yahoo.com)

Website: [www.shamawomenscentre.co.uk](http://www.shamawomenscentre.co.uk)

Please note, all boxes will expand when typing

| Section 1 - REFERRERS DETAILS   |  |  |                        |                              |
|---|--|--|------------------------|------------------------------|
| Name of Organisation:   |  |  |                        |                              |
| Referred by<br>Name & Position:   |  |  |                        |                              |
| Telephone:<br>Email:  |  |  |                        |                              |
| Date of referral:   |  |  |                        |                              |
| Reason for referral:  |  | <i>(DA consists of physical, mental, sexual, economic abuse. HBV FGM and FM, Mental health issues. Other : suicidal thoughts, self-harm, neglect , homelessness, substance misuse, please specify)</i> |                        |                              |
| Section 2 - CLIENT DETAILS  |  |  |                        |                              |
| Client Name:  |  |  |                        |                              |
| Address:  |  |  |                        |                              |
| Telephone:<br>Email:  |  | Preferred contact method   |                        |                              |
| Date of Birth:  |  |  |                        |                              |
| Equalities Data   |  |  |                        |                              |
| Ethnicity:  |  | Nationality:   |                        | Preferred language:          |
| Disability  |  | Yes / No   | If yes please specify: |                              |
| Gender  |  | Male / Female  | Gender reassignment    | Yes / No / Prefer not to say |
| Sexual Orientation  |  |  |                        |                              |
| Is Victim Pregnant  |  | Yes / No   |                        |                              |
| Employment Status   |  |  |                        |                              |
| Immigration status:<br>(e.g. asylum seeker, refugee, spousal visa with NRPF, ILR) |  |  |                        |                              |

|   |  |
|---|--|
| <b>Doctor's Surgery<br/>(if applicable)</b>   |  |
| <b>Client's consent given?</b>  | <b>Yes / No</b>  |
| <b>Risk Profile</b>   |  |
| <b>Please give details of any risk related information:</b>                                       |  |
| <b>Section 3 - PERPETRATORS DETAILS</b>   |  |
| <b>Full Name</b>  |  |
| <b>Address:</b>   |  |
| <b>Telephone:<br/>Email:</b>  | <b>Preferred contact method</b>  |
| <b>Date of Birth:</b>   | <b>Gender:</b>   |
| <b>Ethnicity:</b>   | <b>Religion:</b>   |
| <b>Is Victim Pregnant</b>   | <b>Yes / No</b>  |
| <b>Immigration status:<br/>(e.g. asylum seeker,<br/>refugee, spousal visa with<br/>NRPF, ILR)</b> |  |
| <b>Section 4 - DASH &amp; RISK ASSESSMENT</b>   |  |
| <b>Has a DASH risk<br/>Assessment been done?</b>  | <b>Yes / No</b> <b>Date:</b>   |
| <b>Has Information been<br/>Shared?</b>   | <b>Yes / No</b> <b>Date:</b>   |
| <b>Agency Referring to:<br/><br/>Name, Address, Position<br/><br/>Telephone:<br/>Email:</b>       |  |
| <b>Date Shared with agency:</b>   |  |
| <b>Actions/ Outcomes:</b>   |  |
| <b>Is agency's own referral<br/>form being used?</b>  | <b>Yes / No</b>  |
| <b>If this is a MARAC Referral<br/>– has the victim's consent<br/>been obtained?</b>              | <b>Yes / No</b><br><b>If 'no', are there grounds to share information without consent?</b> |

**Section 5 - CHILDREN'S INFORMATION**

| Child's Name | Dob | Age | Gender | Name of School | Relationship To Victim | Relationship to Perpetrator | Disability | Ethnicity |
|--------------|-----|-----|--------|----------------|------------------------|-----------------------------|------------|-----------|
|              |     |     |        |                |                        |                             |            |           |
|              |     |     |        |                |                        |                             |            |           |
|              |     |     |        |                |                        |                             |            |           |
|              |     |     |        |                |                        |                             |            |           |
|              |     |     |        |                |                        |                             |            |           |

Social care status – Early help  Troubled families  Child protection plan   
looked after child  :

Any risk concerns please provide further relevant information:

**Additional Information:**

Referrer Signature: \_\_\_\_\_ Position: \_\_\_\_\_

Date: \_\_\_\_\_

Shama Women's Centre will comply with GDPR principles, we will ensure information given is processed in a manner that ensures appropriate security of the personal data. We will not share this data with any third parties without your consent.

| AGENCY                                     | CONTACT DETAILS  | WEBSITE   |
|--|--|---|
| NHS  | 111  | <a href="https://111.nhs.uk">https://111.nhs.uk</a>   |
| Mind                                       | 0300 123 3393  | <a href="http://www.mind.org.uk">www.mind.org.uk</a>  |
| Samaritans                                 | 116 123 (Free 24 hr helpline)<br>Phone: 0808 80 200 28   | <a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a>  |
| UAVA                                       | Text Support: 07715 994 962/   | <a href="http://www.uava.org.uk">www.uava.org.uk</a>  |
| Victim Support                             | 08 08 16 89 111  | <a href="https://www.victimsupport.org.uk">https://www.victimsupport.org.uk</a>   |
| NSPCC                                      | 0116 234 7200<br>Phone: 0330 303 6000  | <a href="http://www.nspcc.org.uk">www.nspcc.org.uk</a>  |
| Turning Point Services Ltd                 | Email: <a href="mailto:lreferrals@turning-point.co.uk">lreferrals@turning-point.co.uk</a>                            | <a href="http://wellbeing.turning-point.co.uk/leicestershire">http://wellbeing.turning-point.co.uk/leicestershire</a>   |
| Child Line                                 | 0800 1111  | <a href="https://www.childline.org.uk/">https://www.childline.org.uk/</a>   |
| The Carers Centre Leicestershire & Rutland | 0116 251 0999  | <a href="http://claspthecarerscentre.org.uk">http://claspthecarerscentre.org.uk</a>   |
| Open Hands Trust                           | 0116 255 8672  | <a href="http://www.openhandsleicester.org.uk">www.openhandsleicester.org.uk</a>  |
| Leicester City Council                     | Support - Crisis application:<br>Email: <a href="mailto:C19support@leicester.gov.uk">C19support@leicester.gov.uk</a> | <a href="https://leicester.gov.uk/your-community/benefits-and-support/community-support-grant/">https://leicester.gov.uk/your-community/benefits-and-support/community-support-grant/</a> |
| Leicester City Council                     | Financial Assistance advice/support  | <a href="https://www.leicester.gov.uk/">https://www.leicester.gov.uk/</a>   |
| Department For Work & Pensions             | 0800 169 0190  | <a href="http://www.gov.uk">www.gov.uk</a>  |
| Leicester Charity Link                     | 0116 222 2200  | <a href="http://chaity-link.org/">http://chaity-link.org/</a>   |
| Community                                  | 0116 242 1120  | <a href="https://cals.uk.net/">https://cals.uk.net/</a>   |

|  |                         |   |
|--|-------------------------|---|
| Advice & Law Service                                     |                         |   |
| Housing Option Team                                      | 01162541008             | <a href="https://www.gov.uk/apply-for-council-housing">https://www.gov.uk/apply-for-council-housing</a> |
| Shelter Housing Aid & Research Project - Sharp Leicester | 0116 254 6064           | <a href="http://leicestershelter.org.uk">leicestershelter.org.uk</a>                                    |
| Age UK Leicestershire & Rutland                          | 0116 2992 239           | <a href="http://www.ageuk.org.uk/leics/">www.ageuk.org.uk/leics/</a>                                    |
| Relate   | 0300 0030 396           | <a href="http://www.relate.org.uk">www.relate.org.uk</a>  |
| Citizens Advice Leicestershire                           | 0300 330 1025           | <a href="https://citizensadviceleicestershire.org/">https://citizensadviceleicestershire.org/</a>       |
| Asthma UK  | 0300 222 5800           | <a href="https://www.asthma.org.uk">https://www.asthma.org.uk</a>                                       |
| British Heart Foundation                                 | 0116 262 8267           | <a href="https://www.bhf.org.uk">https://www.bhf.org.uk</a>   |
| Action Homeless  | 0116 2211857            | <a href="mailto:info@actionhomeless.org.uk">info@actionhomeless.org.uk</a>                              |
| Early Help   | 0116 4541004            | <a href="http://www.leicester.gov.uk/earlyhelp">www.leicester.gov.uk/earlyhelp</a>                      |
| Women's Aid  | 08082000247/08088020028 | <a href="https://www.wa-leicester.org.uk/">https://www.wa-leicester.org.uk/</a>                         |