

SG02 Transilience SAFEGUARDING ADULTS POLICY

1. Purpose

The aim of this policy is to outline the practice and procedures for paid and voluntary staff in Transilience to contribute to the prevention of abuse of adults through raising awareness and providing a clear framework for action when abuse is suspected.

Transilience recognises that any adult can be subject to abuse and that some people are more vulnerable to abuse than others because of a disability, age, illness or their personal circumstances.

Transilience recognises that abuse can be physical, sexual, psychological, financial, institutional, domestic and discriminatory and that it includes neglect of a person.

Transilience recognises that the duty of this organisation involves more than non-participation in abuse, it includes a duty to act where abuse is seen to be, or suspected to be, taking place.

In order to achieve this we will ensure our staff and volunteers are carefully selected, screened, trained and supervised. Procedures are produced on the following issues:

1. Recruitment, screening, training and support of staff and volunteers;
2. Abuse – suspicions and allegations

Transilience is committed to developing best practice in this area and will review this policy annually.

1. **Recruitment, screening and support of staff and volunteers**

2.1 Recruitment, screening and support of staff

* Clear Job Descriptions and Person Specifications will be created for each role.
* All applicants to our organisation will complete an application form.
* Short listed applicants will be asked to attend interview.
* Short listed applicants will be asked to provide two references, and these will always be taken up prior to confirmation of an appointment.
* Where relevant to the post, the successful applicant without a valid portable Disclosure and Barring Service (DBS) check will be asked to undergo an appropriate (DBS) check. The check will be requested prior to the applicant taking up post.
* Transilience is committed to fair, responsible, and effective policy and practice for recruiting and retaining staff with a criminal record based on a full assessment of the risks involved depending upon the nature of the conviction.
* 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, identifying and reporting abuse, and confidentiality will be given as a priority to new staff, and will be regularly reviewed.
* All staff will have a Line Manager who will provide regular feedback and support.

2.2 Recruitment, screening and support of volunteers

* Volunteers recruited to work with adults will be provided with clear role descriptions.
* Volunteers will complete an application form and be interviewed
* Volunteers will be asked to provide two references, and these will always be taken up prior to commencement of their volunteering activity.
* Relevant volunteers without an appropriate and valid portable DBS check will be asked to undergo an appropriate DBS check. The check will be requested prior to commencement of their volunteering activity.
* Transilience is committed to fair, responsible and effective policy and practice for recruiting volunteers with a criminal record based on a full assessment of the risks involved, depending upon the nature of the conviction.
* Volunteers 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 required skills.
* Training on specific areas such as health & safety procedures, identifying and reporting abuse, and confidentiality will be given as a priority to new volunteers, and will be regularly reviewed.
* All volunteers will have a designated Line Manager who will provide regular feedback and support.

Transilience will ensure that all staff and volunteers involved in recruitment, training and supervision, are aware of this policy and have received appropriate training and support to ensure its full implementation.

# Abuse - Suspicions and Allegations

### 3.1 The role of the designated member of staff

### The designated member of staff will keep up to date with Safeguarding Adult issues.

* The designated member of staff will deal with all Safeguarding matters and is the named person to contact in the first instance of disclosure.
* The designated member of staff will make a decision about the action to be taken when a volunteer/member of staff reports suspicions/ allegations or a disclosure.
* The designated member of staff must make the report as soon as is practically possible to the Chief Executive
* The designated member of staff will be responsible for liaising with Social Services or Care Direct (0845 155 1007) and attending any case conferences/planning meetings that emerge as a result of the referral.
* Where appropriate, the designated member of staff will respond to requests for assistance from the Investigating Officers.
* The designated member of staff will keep up to date documentation of all reports from a volunteer/staff member, agreed action points with Social Services and points from planning meetings.
* The designated member of staff will keep the staff member or volunteer informed throughout the process and provide support to them.

## The Role of staff and volunteers in the case of suspicion of abuse

* Contact the designated member of staff and discuss the issue further. The role of the staff member or volunteer is to report not to investigate.
* The designated member of staff will agree an action plan with the reporting person.
* The staff member or volunteer should keep detailed notes on their suspicions and any details that they feel are relevant, sign and date them.
* Consideration should be given as to whether there is a need to explain to the adult what action you have taken. This will be discussed with the designated member of staff.
* If an adult is in immediate danger and the nominated officer, or Chief Executive cannot be contacted, then Social Services, Care Direct or the police should be contacted immediately.
* Staff members and volunteers must report that this action has been taken to the designated member of staff.

3.3 In the case of a disclosure

The staff member or volunteer should:

#### Always take the person seriously; remembering that they may be the first person that the person has confided in.

#### Try not to look shocked or disgusted if an adult reports something that they feel uncomfortable with.

#### Reassure the person that disclosure was the right thing to do.

* Not agree to keep secrets. The adult’s disclosure should be seen as a clear indication that they want help.
* Be comforting and sympathetic and emphasis that they are not responsible for what is happening to them.
* Ask minimal questions and keep these open and direct.
* Not make the person tell anyone else, as they may have to make a formal statement later.

#### Explain to the person that they will need to share this information with the designated member of staff who may need to take further action. Explain what the process will be and reassure them that you will keep them informed.

* Write down all of the details of what was seen, heard and done (but not thoughts) on an incident form and make sure they are signed and dated.
* Contact the designated member of staff immediately.
* Only contact the police, or Adult Social Care if the person is at immediate risk and the designated member of staff and Chief Executive cannot be contacted.

#### 3.4 An allegation of abuse made against a staff member or a volunteer

In the incidence of an allegation being made against a staff member or volunteer the following steps will be taken:

* The person receiving the allegation must take it seriously and immediately inform the Chief Executive or, in their absence, the Transilience Director with responsibility for Safeguarding.
* In the incidence of an allegation against the Chief Executive, the Transilience Director with responsibility for Safeguarding should be contacted immediately.
* The Chief Executive (or the Transilience Director with responsibility for Safeguarding) will assess the allegation and take appropriate action. This could include a referral to the police, Care Direct or Social Services.
* The Chief Executive (or Transilience Chair of Director with responsibility for Safeguarding) will write down all of the details of what was seen, heard and done (but not thoughts) on an incident form and make sure they are signed and dated.
* During the time that the accusation is being investigated, either internally or by an external agency, the member of staff or volunteer will have no contact with the person who has made the allegation or the person whom they are alleged to have abused, if these are different.
* The staff member or volunteer will have no further contact with clients and may be suspended pending an investigation.
* The investigation process will operate within the Transilience Volunteer Management Policy and Disciplinary policy and procedures.
* Transilience has a duty to refer information to the Disclosure and Barring Service where permission for a staff member or volunteer to engage with the client group has been withdrawn or refused or where Transilience thinks that the staff member or volunteer has engaged in relevant conduct that has harmed, or put at risk of harm, an adult.

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