



SAFEGUARDING OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS POLICY

POLICY STATEMENT

Social Enterprise Kent (SEK) is a partnership of organisations with a shared vision of supporting enterprise and improving lives. SEK works across an array of industries, all operating within the third sector. We are pioneering and innovative focusing on the positive changes we can make to peoples' lives and to our community. We deliver a diverse range of services, all with shared goals, values and ethics. We, therefore, take the subject of Safeguarding very seriously and support our partnership organisations to report and deal with any safeguarding issues in relation to children or vulnerable adults, including learners.

This policy is universal within the SEK group and its affiliations, applying to all premises within the organisation

This policy applies to all staff, self-employed assessors/trainers, learners, volunteers and clients of SEK and is based on guidance taken from the Kent and Medway Multi-Agency Safeguarding Vulnerable Adults, Adult Protection Policy, Protocols and Guidance (2005), Working together to Safeguard Children (DCSF, 2010), Care Act 2014 and Kent Safeguarding Children Board (KSCB) guidance.

Principles

Every individual has a right to live free from abuse in accordance with the principles of respect, dignity, autonomy, privacy and equality. SEK recognises the responsibility of protecting vulnerable groups and individuals from exploitation and harm.

Social Enterprise Kent believes that it is always unacceptable for any child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all children and young people, by a commitment to practice which protects them.

We recognise that:

- the welfare of the child/young person/vulnerable adult is paramount
- all children and vulnerable adults, protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, gender, sexual orientation or identity have the right to equal protection from all types of harm or abuse
- working in partnership with children, young people, vulnerable adults and their families, carers and other agencies is essential in promoting a vulnerable individuals welfare.

The purpose of the policy is:

- to provide protection for the children, young people and vulnerable adults who receive Social Enterprise Kent's services and learning, including the children of adult service users or learners
- to provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a child, young person or vulnerable adult may be experiencing, or be at risk of, harm.

This policy applies to all staff, including senior managers and the boards of trustees, paid staff, volunteers and sessional workers, agency staff, students or anyone working on behalf of Social Enterprise Kent.

We will seek to safeguard children, young people and vulnerable adults by:

- valuing them, listening to and respecting them
- adopting child and adult protection guidelines through procedures and a code of conduct for
- staff and volunteers
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- sharing information about safeguarding and good practice with children,
- vulnerable adults, family members, carers, staff and volunteers
- sharing information about concerns with agencies who need to know, and
- involving family members, vulnerable adults and children as appropriate
- providing effective management for staff and volunteers through supervision, support and training.

We are also committed to reviewing our policy and good practice annually.

Social Enterprise Kent's (SEK) responsibilities are to:

- Have its own Safeguarding procedure in place which is complementary to the Kent & Medway Multi-Agency Adult Protection Policy, Working Together to Safeguard Children (DCSF, 2010) and Kent Safeguarding Children's Board Protocols and Guidance.
- Have a Whistle Blowing policy
- Have effective employment and recruitment practices, including DBS checks
- Develop individual learning plans and risk assessments to identify how we would meet identified needs
- Encourage good communication between learners, service users, families and professional agencies
- Record complaints and respond to them in a positive manner
- Have efficient reporting and recording systems in place
- Ensure that staff receive regular and recorded supervision

Definition

"Abuse is a violation of an individual's human and civil rights by any other person or persons." (No Secrets – Department of Health, March 2000).

Abuse of a vulnerable person may consist of a single act or repeated acts. It may occur as a result of a failure to undertake action or appropriate tasks. It may be an act of neglect or omission to act, or it may occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the individual.

Who is included under the headings 'Child or Young Person'

There is no single law that defines the age of a child across the UK. The UN Convention on the Rights of the Child, ratified by the UK government in 1991, states that a child "means every human being below the age of eighteen years unless, under the law applicable to the child, majority is attained earlier"

England, Wales, Northern Ireland and Scotland each have their own guidance setting out the duties and responsibilities of organisations to keep children safe, but they agree that a child is anyone who has not yet reached their 18th birthday.

Working Together to Safeguard Children (DCSF, 2010) states that *"Everybody who works or has contact with children, parents and other adults in contact with children should be able to recognise, and know how to act upon, evidence that a child's health or development is or may be being impaired – especially when they are suffering, or likely to suffer, significant harm"*.

Who is included under the heading 'Vulnerable Adult'?

An adult (a person aged 18 or over) who "is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation" (Definition from "No Secrets" Department of Health, March 2000).

Abuse should be taken to include not only ill-treatment (including sexual abuse and forms of ill treatment which are not physical) but also the impairment of, or an avoidable deterioration in physical or mental health, and the impairment of physical, intellectual, emotional, social or behavioural development.

SEK operates within a no restraint or physical intervention policy. Physical restraint is defined as "the positive application of force with the intention of overpowering the adult in order to protect him/her from harming themselves or others or seriously damaging property"

SEK staff must remove themselves from such a challenging situation and either call the SEK office for immediate guidance or, if the learner or service user is in danger or distress, call the appropriate emergency service. Then follow the Reporting and Recording procedures.

Recognising abuse

Child abuse is defined as:

- when someone is ill-treating a child, causing damage to the child's health or personal development. A child can be suffering abuse if they:
- have been physically injured

- are suffering from sexual abuse
- are suffering from emotional abuse
- are being neglected

A definition of adult abuse is in the following statement:

“Abuse is a violation of an individual’s human and civil rights by any other person or persons.”

Kent and Medway Multi-Agency Adult Protection Policy

Abuse and neglect has been found in all social and economic strata, in rural and urban settings, in all religious groups and in all races.

However, abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological; it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Abuse does not have to be extreme or obvious. It can be unintentional, insidious and the cumulative result of on-going bad practice.

The different forms of abuse include:

1. Physical Abuse, including hitting, slapping, pushing, kicking, burning, pulling hair and knocking over, may also occur if someone is simply handled roughly or in a way which causes unnecessary pain, restraint or inappropriate sanctions, for example tying or strapping someone to a chair, bed, lavatory or commode against their will, locking someone into a confined space or using drugs simply to keep someone quiet.
2. Sexual Abuse, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting to. Sexual abuse may also occur if someone is not provided with privacy when bathing, undressing or going to the toilet, is laughed at when displaying themselves inappropriately or is lifted or handled in a way that involves unnecessary touching of intimate bodily areas.
3. Psychological Abuse, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks, shouting at someone, speaking in an intimidating way, speaking rudely without consideration for feeling, talking disrespectfully about someone, ignoring someone who is reasonably trying to attract attention and saying something too quickly or quietly to be understood.
4. Financial or Material Abuse, including theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

5. Neglect and acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating or not helping to provide exercise appropriate to needs.
6. Discriminatory abuse, including hate crimes, discrimination based on disability, race, colour, language, language, culture, religion, politics, age or sexual orientation. Making unfavourable remarks, making jokes or disrespectful remarks based on personal qualities, failing to provide facilities for the practice of religion or faith and not showing respect for deeply held or spiritual beliefs.
7. Abuse by rogue traders, bogus callers and distraction burglars, Rogue traders often intimidate, manipulate or threaten their victims into parting with large amounts of cash and in some cases, into signing over their properties. These incidents often remain hidden.
8. Distraction burglary, often called bogus callers or burglary artifice is a crime primarily targeted at vulnerable older people. Offenders may pose as officials (including council, police and utility workers) in order to gain access to homes. Once inside the victim is distracted and the burglary is committed. Sometimes the crime will be someone engaging the victim at the front door whilst an accomplice goes to the back of the house and enters if possible and commits the burglary.

Indicators of:

Physical Abuse

- A history of unexplained falls or minor injuries especially at different stages of healing.
- Unexplained bruising, welts or injuries of any sort on face, lips, mouth, torso, arms, back, buttocks, thighs in various stages of healing, clusters forming regular patterns, reflecting the shape of an article or on several different surfaces.
- Burn marks of unusual type, e.g. burns caused by cigarettes, rope burns and immersion burns
- Unexplained lacerations or abrasions to mouth, lips, gums, eyes or external genitalia.
- Unexplained fractures to any part of the body in various stages of healing; multiple or spinal injuries.
- History of frequent changing of general practitioners (GPs) or reluctance toward General

Sexual Abuse

- Sexual activity, which an adult client cannot or has not, consented to or has been pressured into.
- Sexual activity which takes place when the adult client is unaware of the consequences and risks involved.
- Unexplained changes in the demeanor and behaviour of the adult.
- Tendency to withdraw and spend time in isolation.
- Expression of explicit sexual behaviour and/or language by the vulnerable adult which is out of character.
- Irregular and disturbed sleep pattern.

- Bruising or bleeding in the rectal or genital areas.
- Bruising to thighs or upper arms.
- Torn or stained underclothing especially with blood or semen.
- Sexually transmitted disease or pregnancy where individual cannot give consent to sexual acts.
- Urinary tract/vaginal infections.

Psychological Abuse

- Inability to sleep or tendency to spend long periods in bed.
- Loss of appetite or overeating at inappropriate times.
- Anxiety, confusion, general resignation, deference, passivity or ambivalence.
- Tendency towards social withdrawal and isolation.
- Vulnerable adult appears fearful and shows signs of loss of self-esteem and avoids looking at caregiver or flinching on approach of another.
- The vulnerable adult uncharacteristically becomes manipulative, uncooperative and aggressive.

Financial Abuse

- Unexplained inability to pay for household shopping or bills, etc.
- Withdrawal of large sums of money, which cannot be explained.
- Personal possessions go missing from home.
- Living conditions substandard and unsatisfactory in contrast to adult's apparent financial position.
- Unusual and extraordinary interest and involvement by the family/carer or friend in vulnerable adult's assets.
- Recent change of deeds or title of house.
- Person managing financial affairs is evasive or uncooperative.

Neglect and Acts of Omission

- Inadequate heating, lighting, food or fluids.
- Poor physical condition of the vulnerable person, e.g. ulcers, bed sores.
- Malnutrition.
- Person's clothing unkempt and poor personal hygiene.
- Inappropriate clothing.
- Failure to give prescribed medication or obtains appropriate medical care.
- Apparently unexplained weight loss.
- Failure to provide appropriate privacy and decency,
- Carers reluctant to accept contact from health or social care professionals.
- Refusal to arrange access to visitors.
- Inappropriate or inadequate clothing or being kept in night clothes during the day.
- Sensory deprivation, not allowed glasses, hearing aids, etc.
- Vulnerable adult has no method of calling for assistance
- Urinary or faecal incontinence.
- Accumulation of medicine, which has been prescribed for the client but not administered.
- Rapid or continuous weight loss, no evidence of food; dehydration; complaints of hunger
- Signs of medication misuse (over- or under- medication).

Discriminatory Abuse

- Tendency to withdrawal and isolation.
- Fearfulness and anxiety.
- Being refused access to services or being excluded inappropriately.
- Loss of self-esteem.
- Resistance or refusal to access services that are required to meet needs.
- Expressions of anger and frustration.

Abuse by rogue traders, bogus callers and distraction burglars

The effects are often devastating for the victim. They may not have told anyone about what has happened to them. Indicators include:

- unexplained inability to pay for household shopping or bills
- large unexplained withdrawals of money
- possessions may have gone missing
- living conditions deteriorate
- victim may become withdrawn, isolated, reclusive and fear going out or speaking to anyone
- eating patterns or spending habits change

The reporting process needs to be followed to enable social services to be able to consider a range of options to provide environmental safeguards or alternative support to enable the victim to remain with their family or in their own home.

Who may be the abuser?

Children, young people and vulnerable adults may be abused by a wide range of people, including relatives and family members, professional staff, teachers, paid care workers, volunteers, other learners, service users, neighbours, friends and associates, people who deliberately exploit vulnerable people and strangers.

In what circumstances may abuse occur?

Abuse can take place in any context. It may occur within nursery, school, church, club, nursing, residential or day care settings, in hospitals, custodial solutions, support services into people's own homes and other places previously assumed safe, or in public places.

Patterns of Abuse

Patterns of abuse vary and reflect very different dynamics:

- Serial abusing when the perpetrator seeks out and 'grooms' vulnerable individuals, e.g. sexual abuse.
- Long term abuse in the context of an ongoing family relationship, e.g. domestic violence.
- Opportunistic abuse, e.g. theft occurring because money is visible.
- Situational abuse, which arises because pressures have built up and/or because of difficult or challenging behaviour.
- Neglect of a person's needs because pressures have built up and/or because of difficult or challenging behaviour.
- Neglect of a person's needs because those around him or her are not able to be responsible for their care, for example if the learner has difficulties attributable to such issues as debt, alcohol or mental health problems.

- Institutional abuse which features poor care standards, lack of positive responses to complex needs, rigid routines, inadequate staffing and an insufficient knowledge base within the service.
- Unacceptable treatments or programmes which include sanctions or punishment such as withholding of food and drink, seclusion, unnecessary and unauthorised use of control and restraint or over-medication.
- Failure of agencies to ensure staff receive appropriate guidance includes anti-racist and anti-discriminatory practice.
- Failure to access key services such as health care, dentistry, prosthesis, optical or auditory services.
- Misappropriation of benefits and/or use of the person's money by other members of the household, including stealing, pressure to borrow and overcharging for goods.
- Fraud or intimidation in connection with wills, property or other assets.

Risk factors which may lead to Adult Abuse

The following factors may be relevant to any vulnerable adult in any learning environment:

- An unequal power relationship, whether physical, emotional or financial, generally exists between the abused and the abuser.
- Children, young people and vulnerable adult with learning disabilities, mental health problems, or chronic progressive, disabling illness that create caring needs which exceeds the learner's ability to meet them.
- Children, young people and vulnerable adults living with other family members who are physically, emotionally and/or financially dependent on them.
- A personal or family history of violent behaviour, alcoholism, substance misuse or mental illness.
- The emotional and social isolation of the parent, family member or learner.
- Minimal or no communication between the dependent and the parent, family member or learner either through choice, incapacity or poor relationship.
- Financial difficulties often leading to substandard living conditions.
- Parents and/or learners not in receipt of any practical and/or emotional support from other family members or professionals.

Reporting Abuse

Responding to initial disclosures of abuse:

Although staff are encouraged to be alert to the signs and signals which may indicate that someone in their care is being abused, many incidents will only come to light because the person discloses this themselves.

The person to whom this disclosure is made will not necessarily be the person to take forward any investigation of the matter. If someone tells you about abuse, your role is to respond sensitively to the learner or service user and pass the information on to your line manager or to a senior manager within SEK, unless you suspect that they may be implicated in the abuse, you should then report your concerns directly to social services or to the police.

Disclosure may take place many years after a traumatic event or when someone has left a setting in which they were afraid. This delay should not, in itself, cast doubt on its truthfulness.

It is vital to recognise abuse as early as possible and to take action.

Each situation must be dealt with in a serious and appropriate way. This means referring suspicions to Social Services. SEK will not try to investigate suspicions ourselves.

In line with Kent & Medway Multi-Agency and KSCB Protocols we are expected to:

- Report any allegations or suspicions of abuse.
- Report directly to the Social Services duty officer if you have reason to believe your line manager is colluding in abuse; or follow your employer's Whistle Blowing procedures.
- Call appropriate emergency services if the vulnerable adult is in danger.
- Attend to the learner or service users' needs if they are the alleged abuser in order to reduce the risk of abuse to others.
- Record details (as above), on the client's contact sheet.
- Use the service's disciplinary procedures and discuss actions with the regulatory authority if the alleged abuser is a member of staff. The Safeguarding of Vulnerable Groups Act (2006) places a duty on us as employers to refer a trainer or assessor to the Disclosure and Barring Service for possible inclusion on the list, if through misconduct, they harmed or placed at risk of harm a child, young person or vulnerable adult.

If someone discloses abuse to you:

DO

- Stay calm and try not to show shock or disbelief
- Reassure the individual that they have done the right thing by telling you
- Listen carefully to what they are saying. Make a note of the date, time and setting of the alleged abuse or the event witnessed and of anyone else that was there at the time.
- Record what was said using the words of the person making the disclosure. Separate factual information from any opinions expressed.
- Be sympathetic ('I am sorry this has happened to you')
- Date and sign your report. Remember that your report may be required as part of any legal action or disciplinary proceedings.
- Report to your supervisor, social services agency or the police.

DO NOT

- Press the person for more details or ask leading questions
- Be judgmental
- Contact the alleged abuser
- Ask leading questions that could be interpreted as putting words or suggestions to vulnerable adults
- Make a promise you cannot keep (such as 'this will never happen to you again')

- Promise to keep secrets. Explain about confidentiality and that you cannot keep this information confidential.

When reporting any safeguarding concerns you must speak immediately to either your line manager or a safeguarding representative. They may report to KCC, CQC and/or OfSTED where necessary.

Social Enterprise Kent will co-operate fully in any child or adult protection investigation and comply with any recommendations or a protection plan. We will also, where appropriate, refer to the Independent Safeguarding Authority.

Safeguarding Representative – Kelly Snipp - 01227 469 973

Board Representative – Rebecca Smith - 01227 469 972

Last reviewed: January 2016

Next review date: January 2017