

Issue: 4	<b>Safeguarding and Protection of young people and adults at risk policy</b>	
Issue Date: 01/10/15		
Approved: Paula Jennings		

Purpose	To prevent and reduce the risk of harm to adults at risk and young people up to the age of 18 years while supporting people's right to maintain control over their lives and make informed choices free from coercion and establish clear guidance for reporting concerns that an adult is, or may be, at risk of being harmed or in need of protection and how these will be responded to.
Scope	All reportable incidents involving adults at risk, including suspicion and/or allegations of abuse and disclosures. Stepping Stones aims to ensure that all trainees and clients of the service experience an inclusive, enjoyable and safe environment, in which they feel respected and valued. Stepping Stones is a targeted service provider which is zero-tolerant of harm to adults in the workplace.
Responsibility	All staff (paid or unpaid) and volunteers or work placements are responsible for reporting adults at risk incidents and untoward incidents to their Line Manager. Designated staff: The Operations Manager/Services Manager (deputy) are responsible for reporting incidents to the South Eastern Health and Care trust no more than 12 hours after the incident.
Review date	June 2017

## RIGHTS OF ADULTS AT RISK/YOUNG PEOPLE WE ARE COMMITTED TO:

**Consent – adults at risk** and young people have the right to be supported to make their own decisions and to give or withhold their consent to an activity or service. Consent is a clear indication of a willingness to participate in an activity or to accept a service. It may be signalled verbally, by gesture, by willing participation or in writing. No one can give, or withhold, consent on behalf of another adult unless special provision for particular purposes has been made for this, usually by law;

**Dignity and respect** – all adults at risk/young people will be accorded the same respect and dignity as any other adult, by recognising their uniqueness and personal needs;

**Equality and diversity** – all adults at risk/young people will be treated equally and their background and culture will be valued and respected;

**Fulfilment** – all adults at risk/young people will be invited to engage in activities and offered services that enable them to fulfil their ability and potential;

**Independence** – all adults at risk/young people will have as much control as possible over their lives whilst being safeguarded against unreasonable risks;

**Privacy** – all adults at risk/young people will be free from unnecessary intrusion into their affairs; and there will be a balance between the individual's own safety and the safety of others;

**Safety** – all adults at risk /young people will feel safe, and live without fear of violence, neglect or abuse in any form;

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**Support** – all adults at risk /young people will be supported to report any form of abuse

## 1. KEY DEFINITIONS

### 1.1 HARM

**Harm** is the impact on the victim of abuse, exploitation or neglect. It is the result of any action whether by commission or omission, deliberate, or as the result of a lack of knowledge or awareness which may result in the impairment of physical, intellectual, emotional, or mental health or well-being.

An ‘adult at risk of harm’ is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- a) personal characteristics AND/OR
- b) life circumstances

Personal characteristics may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain.

Life circumstances may include, but are not limited to, isolation, socio-economic factors and environmental living conditions.

An ‘Adult in need of protection’ is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- a) personal characteristics AND/OR
- b) life circumstances AND
- c) is unable to protect their own well-being, property, assets, rights or other interests;
- d) AND d) where the action or inaction of another person or persons is causing, or is likely to cause, him/her to be harmed.

In order to meet the definition of an ‘adult in need of protection’ either (a) or (b) must be present, in addition to both elements (c), and (d).

Harmful conduct may constitute a criminal offence or professional misconduct.

### 1.2 ABUSE

Abuse is ‘a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to another individual or violates their human or civil rights’.

Abuse is the misuse of power and control that one person has over another. Abuse may be perpetrated by a wide range of people, including those who are usually physically and/or emotionally close to the individual and on whom the individual may depend and trust. This may

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include, but is not limited to, a partner, relative or other family member, a person entrusted to act on behalf of the adult in some aspect of their affairs, a service or care provider, a neighbour, a health or social care worker or professional, an employer, a volunteer or another service user. It may also be perpetrated by those who have no previous connection to the victim.

### **1.3 FORMS OF ABUSE**

The main forms of abuse are:

#### **Physical abuse**

Physical abuse is the use of physical force or mistreatment of one person by another which may or may not result in actual physical injury. This may include hitting, pushing, rough handling, exposure to heat or cold, force feeding, improper administration of medication, denial of treatment, misuse or illegal use of restraint and deprivation of liberty.

Some young people and young adults can be particularly vulnerable i.e. children with a disability, children from ethnic minorities, children living away from home and consideration needs to be given to this.

#### **Sexual violence and abuse**

Sexual abuse is any behaviour perceived to be of a sexual nature which is unwanted or takes place without consent or understanding. Sexual violence and abuse can take many forms and may include non-contact sexual activities, such as indecent exposure, stalking, grooming, being made to look at or be involved in the production of sexually abusive material, or being made to watch sexual activities. It may involve physical contact, including but not limited to non-consensual penetrative sexual activities or non-penetrative sexual activities, such as intentional touching (known as groping). Sexual violence can be found across all sections of society, irrelevant of gender, age, ability, religion, race, ethnicity, personal circumstances, financial background or sexual orientation.

#### **Psychological / emotional abuse**

Psychological / emotional abuse is behaviour that is psychologically harmful or inflicts mental distress by threat, humiliation or other verbal/non-verbal conduct. This may include threats, humiliation or ridicule, provoking fear of violence, shouting, yelling and swearing, blaming, controlling, intimidation and coercion.

#### **Financial abuse**

Financial abuse is actual or attempted theft, fraud or burglary. It is the misappropriation or misuse of money, property, benefits, material goods or other asset transactions which the person did not or could not consent to, or which were invalidated by intimidation, coercion or deception. This may include exploitation, embezzlement, withholding pension or benefits or pressure exerted around wills, property or inheritance.

#### **Institutional abuse**

Institutional abuse is the mistreatment or neglect of an adult by a regime or individuals in settings which adults who may be at risk reside in or use. This can occur in any organisation, within and outside the HSC sector. Institutional abuse may occur when the routines, systems and regimes

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result in poor standards of care, poor practice and behaviours, inflexible regimes and rigid routines which violate the dignity and human rights of the adults and place them at risk of harm. Institutional abuse may occur within a culture that denies, restricts or curtails privacy, dignity, choice and independence. It involves the collective failure of a service provider or an organisation to provide safe and appropriate services, and includes a failure to ensure that the necessary preventative and/or protective measures are in place.

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**Neglect** occurs when a person deliberately withholds, or fails to provide, appropriate and adequate care and support which is required by another adult. It may be through a lack of knowledge or awareness, or through a failure to take reasonable action given the information and facts available to them at the time. It may include physical neglect to the extent that health or well-being is impaired, administering too much or too little medication, failure to provide access to appropriate health or social care, withholding the necessities of life, such as adequate nutrition, heating or clothing, or failure to intervene in situations that are dangerous to the person concerned or to others particularly when the person lacks the capacity to assess risk.

**Exploitation** is the deliberate maltreatment, manipulation or abuse of power and control over another person; to take advantage of another person or situation usually, but not always, for personal gain from using them as a commodity. It may manifest itself in many forms including slavery, servitude, forced or compulsory labour, domestic violence and abuse, sexual violence and abuse, or human trafficking.

is list of types of harmful conduct is not exhaustive, nor listed here in any order of priority. There are other indicators which should not be ignored. It is also possible that if a person is being harmed in one way, he/ she may very well be experiencing harm in other ways.

## 2. RELATED DEFINITIONS

There are related definitions which interface with Adult Safeguarding, each of which have their own associated adult protection processes in place.

### 2.1 Domestic violence and abuse

Domestic violence and abuse is threatening behaviour, violence or abuse (psychological, physical, verbal, sexual, financial or emotional) inflicted on one person by another where they are or have been intimate partners or family members, irrespective of gender or sexual orientation.

Domestic violence and abuse is essentially a pattern of behaviour which is characterised by the exercise of control and the misuse of power by one person over another. It is usually frequent and persistent. It can include violence by a son, daughter, mother, father, husband, wife, life partner or any other person who has a close relationship with the victim. It occurs right across society, regardless of age, gender, race, ethnic or religious group, sexual orientation, wealth, disability or geography.

### 2.2 Human trafficking

Human trafficking involves the acquisition and movement of people by improper means, such as force, threat or deception, for the purposes of exploiting them. It can take many forms, such as domestic servitude, forced criminality, forced labour, sexual exploitation and organ harvesting. Victims of human trafficking can come from all walks of life; they can be male or female, children or adults, and they may come from migrant or indigenous communities.

### 2.3 Hate crime

Hate crime is any incident which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice, discrimination or hate towards a person's actual

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or perceived race, religious belief, sexual orientation, disability, political opinion or gender identity.

### 3. DUTY OF CARE

Duty of Care Means the duty which rests upon an individual to ensure that all reasonable steps are taken to ensure the safety of a trainee or client involved in any activity, or interaction for which that individual is responsible. Any person in charge of, or working with trainees and clients in any capacity is considered, both legally and morally, to owe them a duty of care.

Stepping Stones is a targeted service provider or Regulated Activity, and has zero-tolerance of harm, aiming to ensure that care is delivered in a way which instils confidence amongst those who use the service, staff, management, regulators and the public.

### 4. Safeguarding Principles

We will safeguard those who may be at Risk by :

- **recognising** that adult harm is wrong and that it should not be tolerated;
- **being aware** of the signs of harm from abuse, exploitation and neglect;
- **reducing opportunities for harm** from abuse, exploitation and neglect to occur; and
- **knowing how and when to report** safeguarding concerns to HSC Trusts or the PSNI.

### 5. RESPONSIBILITY TO REPORT HARM AND ABUSE

As providers of services who are in a position of trust, Stepping Stones may gain access to information regarding adults which may suggest they are at risk of harm. Staff (paid or unpaid) and volunteers have a duty to report any suspicion, allegation or complaints related to harm or/and abuse.

All those working within Stepping Stones to provide services to adults at risk have a responsibility to refer concerns to the Designated Safeguarding Person or the Deputy Designated Person.

- If a disclosure is made to a member of staff which gives rise to concerns about possible abuse, or if a member of staff has a concern regarding the physical, emotional or mental well being of a young person or adults at risk, the member of staff must act promptly.
- The member of staff should report these concerns immediately to the Safeguarding Officer on site. The member of staff should not investigate this matter.
- The Safeguarding Officer will decide if the matter is a cause for concern and complete an incident report form.

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- If the Safeguarding Officer decides the matter is not a cause for concern, the matter will be referred to the appropriate Head of Dept for further action.

If the Safeguarding Officer decides the matter is a cause for concern, and the Designated Safeguarding Officer agrees that the matter is a safeguarding issue, he/she will progress the cause for concern /incident with the appropriate external agency which is the Duty Social Work Team at South Eastern Health and Social Care Trust in Lisburn, Downpatrick or Newtownards depending on the location of the client or trainee involved.

## 6. REPORTING STRUCTURE

### NOMINATED STAFF

All concerns, suspicions, disclosures, incidents and complaints related to abuse/harm need must be reported immediately to the nominated staff.

#### ***Designated Safeguarding Manager***

#### ***Deputy Designated Safeguarding Manager***

#### ***Nominated Multi site Safeguarding Officer***

The Gatelodge Newtownards – Café Manager  
The Garden Café Downpatrick – Café Manager  
Lisburn Social Enterprises – Operations Manager  
The Youth Service – Youth Service Co-ordinator  
Employment Services – Services Manager

- Staff located in Head office report directly to the Safeguarding Officer
- Staff located on other sites report to their appointed Safeguarding Officer
- The Safeguarding Officer must report directly to the Designated Safeguarding Manager upon receiving a report.
- The Designated Safeguarding Manager must report immediately to the CO
- The persons responsible for reporting directly to the SEHSC Trust or other relevant agencies are the Designated Safeguarding Manager or Deputy Designated Safeguarding Manager

If there is a clear and immediate risk of harm or a crime is alleged or suspected, the matter should be referred directly to the PSNI by telephoning 101, or in an emergency, 999. Both numbers are accessible on a 24 hour, 7 days per week basis.

However in most circumstances there will be an emerging safeguarding concern which should normally be referred to the SEHSC Trust, for a professional assessment.

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It will be a matter for SEHSC professionals to judge whether the threshold for an adult protection intervention has been met, or whether alternative responses are more appropriate.

## 7. DISCLOSURES

### 7.1 DISCLOSURES INVOLVING STAFF MEMBERS

If a disclosure is made against a member of staff which gives rise to concerns about possible abuse, the member of staff must act promptly;

- The member of staff should report these concerns immediately to the Safeguarding Officer on site. The member of staff should not investigate this matter.
- The Safeguarding Officer will decide if the matter is a cause for concern and if so, will complete the Incident Report Form and forward to the Chief Executive.
- If the Chief Executive agrees that the matter is a safeguarding issue, he will progress the incident through human resource depart for investigation under staff discipline
- In addition, the CEO may ask for the matter to be passed to the PSNI.

### 7.2 DISCLOSURE AGAINST THE CEO

If a complaint or suspicion about possible abuse of children or adults at risk is made against the Chief Executive, the Designated Safeguarding Manager must be informed immediately.

The Designated Safeguarding Manager must inform the Chairperson of the board and together they will ensure that the necessary action is taken by contacting SEHSCT.

Any complaint by a parent/guardian/carer that a child or adults at risk is, or may be, being bullied will be fully investigated by the relevant Manager and action will be taken to protect the victim.

A parent or carer making a complaint about bullying will be kept informed by the Operations Manager who will ensure that a full investigation is carried out in line with Stepping Stones Anti Bullying Policy

### 7.3 What to do when a disclosure is made

In cases where a adults at risk discloses abuse to a staff member or volunteer, it is important that staff/volunteers know how to react appropriately, according to the following guidelines:

#### Do

- Stay calm;
- Listen and hear;
- Express concern and sympathy about what has happened;
- Reassure the person – tell the person that s/he did the right thing in telling you;

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- Let the person know the information will be taken seriously and give information about what will happen next;
- If urgent medical/police help is required, call the emergency services;
- Ensure the safety of the person;
- Be aware that medical and forensic evidence might be needed;
- Let the person know that they will be kept involved at every stage;
- Record in writing (date and sign your report) and report to the Line Manager/Nominated Manager at the earliest possible time;
- Act without delay.

#### **Do not**

- Stop someone disclosing to you;
- Promise to keep secrets;
- Press the person for more details or make them repeat the story;
- Pass on the information to anyone who does not have a legitimate need to know;
- Contact the alleged abuser;
- Attempt to investigate yourself;
- Leave details of your concerns on a voicemail or by email;

### **8. Reporting and recording**

There may be emergency situations where it is appropriate to contact the police immediately. Regardless of the circumstances of the concern, disclosure, allegation or suspicion, all staff members/volunteers must record the details and reports to their Safeguarding Manager or the Designated Safeguarding Officer Manager in the organisation without delay. All concerns, disclosures, allegations and suspicions must be recorded using an Incident Report Form provided by Stepping Stones NI.

When the Safeguarding Officer is alerted to concerns about a adults at risk, s/he should act promptly and in accordance with the agreed reporting procedure:

- Ensure that the adults at risk is in no immediate danger and that any medical or police assistance required has been sought;
- Consider whether the concern is a safeguarding issue or not.
- If it is not considered a safeguarding issue, and it is decided that there should be no referral made to a statutory authority, a record should be made of the concern; details kept on file, including any action taken; the reasons for not referring

### **9. Handling an Allegation of Abuse against a Staff Member/Volunteer**

- All details of the incident should be recorded fully and passed on to the nominated Safeguarding officer who will pass it on to the Safeguarding Manager.
- He/she will Consult with the HSC Trust and/or PSNI to ensure that any subsequent action taken does not prejudice the HSC Trust or PSNI investigation;
- Following the above consultation staff member/volunteer will be informed that an allegation has been made against him/her and provide them with an opportunity to respond to the allegation.

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- His/her response should be recorded fully.
- All actions taken will be taken in accordance with the disciplinary procedure, and will include due regard to guidance from the HSC Trust or PSNI so as not to prejudice any HSC Trust or PSNI investigation.
- Protective measures will be taken, which may include suspending the staff member/volunteer or moving him or her to alternative duties.
- Suspension is a neutral act to allow the investigation to proceed and to remove the employee/volunteer from the possibility of any further allegation.
- Where suspension is considered necessary, it should be dealt with as quickly and sensitively as possible.

## 10. CONSENT AND CAPACITY

All adults, including those at risk will always be assumed to have capacity to make decisions unless it has been determined otherwise and ideally a referral to the HSC Trust should be made with the adult's agreement and full participation.

However, there may be circumstances in which the person concerned about an adult at risk may not be best placed to seek their consent to a referral being made, or the adult at risk is clearly stating that they do not want a referral to be made.

The inability to obtain an adult's consent in these circumstances should not prevent or delay concerns about that adult being reported to adult protection services.

Consideration should be given to the vulnerability of the alleged perpetrator. It is possible that a risk assessment may also be required for the perpetrator.

### 11.1 Consent

Consideration of consent is central to adult safeguarding. Consent is a clear indication of a willingness to participate in an activity or to accept a service, including a protection service.

It may be signalled verbally, by gesture, by willing participation or in writing.

No one can give, or withhold, consent on behalf of another adult unless special legal provision for particular purposes has been made for this.

For consent to be valid, it must be given voluntarily by an appropriately informed person who is able to consent to the intervention being proposed. In cases where the individual lacks capacity, decisions will usually be made on behalf of the individual in accordance with current legal provisions.

### 11.2 Capacity

An adult will always be assumed to have capacity to make a decision unless it is suspected otherwise. Capacity can fluctuate, and is both issue and time specific, therefore should be kept under regular review in connection with any safeguarding intervention, in particular a protection intervention.

Where there is a reasonable doubt regarding the capacity of an adult to make a specific decision or series of decisions, a referral must be made to the HSC Trust.

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The organisation or individual making the referral may need to consider any reasonable and proportionate interim steps necessary to protect the adult pending further enquiries by the HSC Trust.

### 11.3 Lack of capacity

Where an adult lacks capacity to make a certain decision, they should be supported so they can be involved to the fullest extent in the decision that affects their life.

HSC Trusts should, where appropriate, consult relevant family members or carers when considering action to be taken regarding an adult who lacks capacity to make a decision.

### 11.4 Lack of Consent

In some circumstances it may be necessary for the withholding of consent to be overridden.

Where consent to intervene is not provided by the adult at risk, action to progress a case may still be taken in circumstances where there is a strong overriding public interest, or where a crime is alleged or suspected. This may happen when:

- the person causing the harm is a member of staff, a volunteer or someone who only has contact with the adult at risk because they both use the service; or
- consent has been provided under undue influence, coercion or duress;
- other people are at risk from the person causing harm; or
- a crime is alleged or suspected.

In these circumstances, the adult should be informed of that decision, the reason for the decision, and reassured that as far as possible no actions will be taken which affect them personally without their involvement. Consideration should be given to any support the adult may need at this time, as they may be distressed by the prospect of their information being shared without their consent.

## 11. INFORMATION MANAGEMENT AND INFORMATION SHARING

Information associated with adult and children safeguarding is of a personal and sensitive nature and its use is governed by the common law duty of confidentiality.

At all times 'personal data' and 'sensitive personal data'<sup>20</sup> must be managed in accordance with the law, primarily the Data Protection Act 1998 (DPA) and the Human Rights Act 1998 which, among other things, gives individuals the right to respect for private and family life, home and correspondence.

### 12.1 Information Sharing for Safeguarding Purposes

- When sharing information, Stepping Stones will explain in advance to the data subject how their information will be used, including under what circumstances the information might be shared.
- It is important to not give assurances of absolute confidentiality in adult safeguarding where there are concerns about risk of harm to one or more adults, nor should it be assumed that someone else will pass on information which may be critical to the prevention of harm to an adult.

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- The information will be shared by the designated staff, in accordance with the DPA and the ICO Code of Practice.
- Decisions about what information should be shared and with whom should be taken on a case by case basis.

Personal data may be shared when:

- the adult has given his or her valid consent (which in the case of sensitive personal data must be explicit); or
- where information sharing is necessary for matters of life or death or for the prevention of serious harm to the individual; or
- where sharing is necessary for the purposes of the administration of justice; •
- where sharing information is for public or statutory duties.
- where the decision is made to share information without consent, the organisation must ensure that the adult is clearly informed of what information will be shared, why it will be shared, and who it will be shared with, providing this does not increase the risk to the adult.

Staff should maintain records of the information gathered which explains and justifies their decisions.

## 12.2 Sharing Information Between Agencies

As a service provider Stepping Stones NI is required to share information on a regular basis to safeguard adults at risk and young people and will do so following the Data Protection Act provisions.

All participants and their parents/carers are informed of the information sharing process during the Induction Procedure.

## 13. Legal Requirements

Anyone working within Stepping Stones (paid, unpaid, on work placement or volunteer) will have their suitability checked through Access NI Enhanced check prior to employment, and Adult Barred List check.

The *Disclosure and Barring Service* (DBS) is responsible for maintaining the list of individuals barred from engaging in Regulated Activity with children and vulnerable adults across England, Wales and Northern Ireland.

As a regulated activity provider we will refer anyone to the DBS who has harmed or poses a risk of harm to a child or a 'adults at risk' and who has been removed from working (paid or unpaid) in regulated activity, or would have been removed had they not left. It is an offence to knowingly engage a barred person in regulated activity.

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## CODE OF BEHAVIOUR

It is expected that everyone in the organisation and everyone who uses its services, participates in its activities or visits, should relate to each other in a mutually respectful way. This will minimise the opportunity for adults at risk to suffer harm and help to protect staff/volunteers.

Staff/volunteers should not:

- Spend excessive amounts of time alone with adults at risk away from others;
- Take an adult at risk to his/her own home;
- Take an adult at risk alone on car journey, unless this forms part of the organisation's core activities

If it is unavoidable or necessary, these kinds of behaviours should only occur with the full knowledge and consent of a manager and an appropriate record maintained.

### **Unacceptable behaviours.**

Unacceptable behaviours are those that should always be avoided in the interests of the safety of adults at risk, staff and volunteers.

A staff member/volunteer should never:

- Abuse, neglect or harm or place at risk of harm adults at risk whether by omission or commission;
- Engage in rough physical games with adults at risk, including horseplay;
- Engage in sexually provocative games with adults at risk
- Make sexually suggestive comments to a adults at risk;
- Form inappropriate relationships with adults at risk;
- Gossip about personal details of adults at risk and their families; or
- Make/accept loans or gifts of money from adults at risk.

### **Diversity and additional care and support needs.**

Staff and volunteers should:

- Be open to and aware of diversity in the beliefs and practices of adults at risk and their families;
- Be aware of the difficulties posed by language barriers and other communication difficulties;
- Not discriminate against adults at risk and their families who have different cultural backgrounds and beliefs from their own;
- Use the procedures outlined in this Guidance to report any discrimination against adults at risk and their families by other staff members/volunteers.

### **Handling of adults at risk money.**

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Staff and volunteers should:

- Never gain in any way when using the adult at risk's money on his/her behalf or guiding the adult at risk in the use of his/her own money;
- Never borrow money from, or lend money to, an adult at risk;
- Report any suspicions of financial abuse.

### **Photography/Video**

Staff and volunteers should:

- Not photograph/video an adult at risk, even by mobile phone, without valid consent;
- Ensure that any photographs/videos taken of adults at risk are appropriate;
- Report any inappropriate use of images of an adult at risk;
- Report any inappropriate or dangerous behaviour on the internet that involves an adult at risk or child

### **Personal Care**

- It may sometimes be necessary for staff to do things of a personal nature for young people or adults at risk.
- These tasks should be clearly described in an Incident form and should only be carried out with the full understanding and written consent of the parent / person with parental responsibility.
- In an emergency situation which requires this type of help, parents / those with parental responsibility should be fully informed, as soon as reasonably possible that it was necessary to provide such assistance.
- In such situations, it is important that all staff are sensitive to the individual and undertake personal care tasks with the utmost discretion.
- Whenever possible a second member of staff should be informed in advance of, or as soon as practically possible thereafter, of the need to perform an assisting task of a personal nature. A record should be maintained to this effect.

Children, young people and adults at risk must be treated with respect at all times. Children, young people and adults at risk have a right not to partake in an activity which they feel uncomfortable with.

### **Physical Touch**

The use of physical touch will depend on the context of the activities and the physical needs of the children and young people. There are however a number of fundamental principles on the use of touch which should always be adhered to. These are:

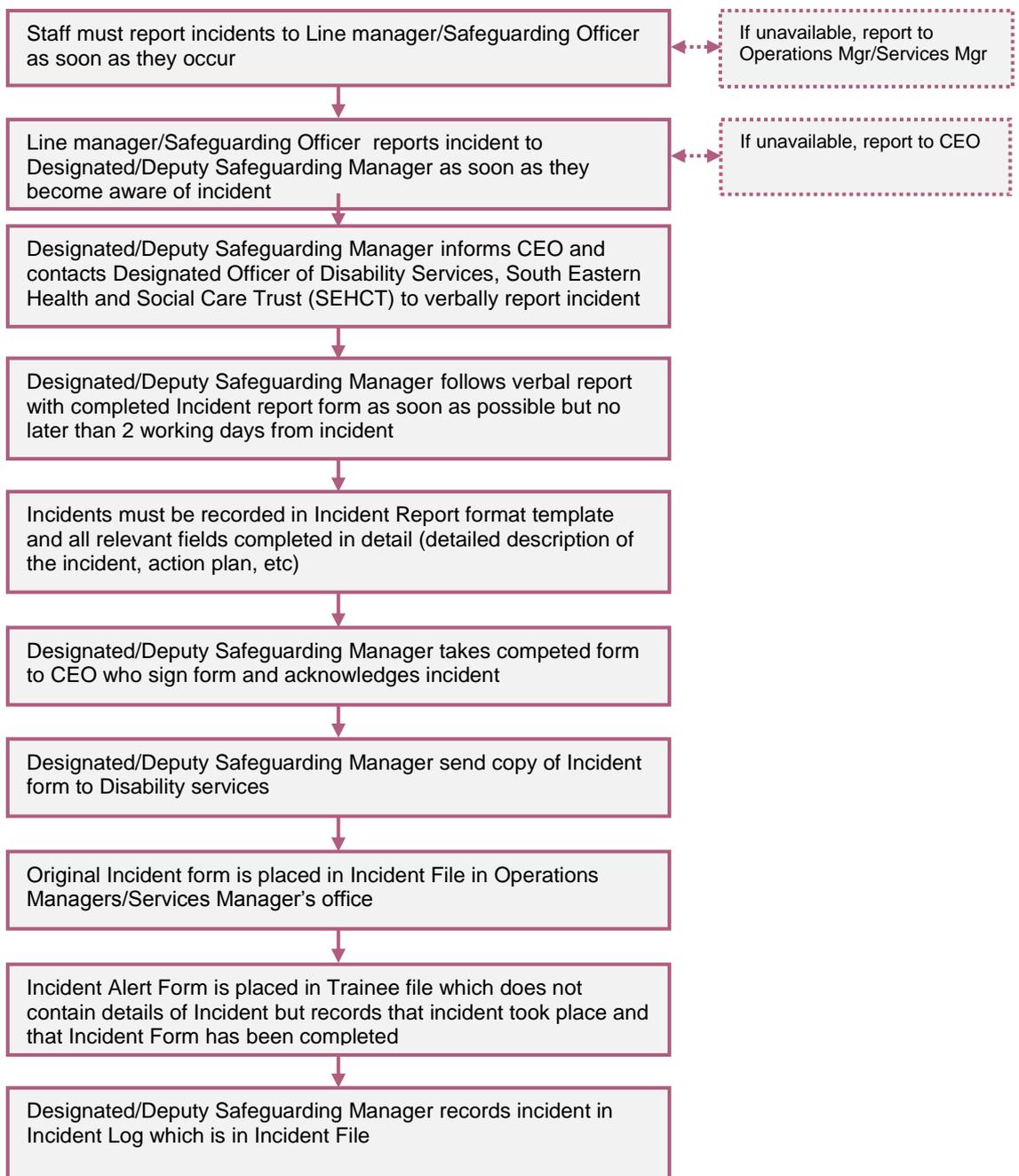
- Touching should always be with the child's permission. If a child or young person shows any resistance to touch, i.e. if you put your hand on their arm and they pull away, it is important that this is respected.

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- Touch should always be conducted in an open manner. It should never be carried out in 'secret'
- Children, young people and adults at risk should be told in advance what, if any, physical touch will be involved in any activities developed within the programme
- Consent from the child / adults at risk should be received before any physical touch is carried out.

## 1. Reporting Flowchart

Please see process flowchart controlling this process.



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South Eastern Health and Care Trust Contact Information

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**2. Related Documents**

REF (if applic.)	TITLE
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Issue: 4	<b>Safeguarding and Protection of young people and adults at risk policy</b>	
Issue Date: 01/10/15		
Approved: Paula Jennings		

	Incident Report form
	Incident log
	Incident file
	Incident Alert form
External	The Information Commission's Office (ICO) Data Sharing Code of Practice Safeguarding Vulnerable Groups (Northern Ireland) Order 2007
Review date	June 2016

### 3. Related Quality Procedures

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QP NO.	TITLE
QP2	Control of Documents
QP3	Control of Records
QP4	Control of Nonconformities, Corrective and Preventive Action
QP10	Customer/Stakeholder Feedback
QP11	Monitoring and Measurement