

# **SKILLS & VOLUNTEERING CYMRU (SVC)**



## **SAFEGUARDING POLICY AND PROCEDURE (ADULTS AT RISK)**

Reviewed December 2024

	<b>Safeguarding Policy</b>
<b>1.0</b>	<b>Purpose</b>
1.1	<p>Everyone who participates in SVC's projects are entitled to do so in an enjoyable and safe environment. SVC has a moral and legal obligation to ensure that, when given responsibility for beneficiaries, our volunteers, trustees, and the staff who support SVC, all provide the highest possible standard of care. The purpose of this policy is to set out a clear framework to safeguard adults at risk when under the supervision of SVC.</p> <p>This policy is implemented to ensure everyone involved in SVC accepts their responsibilities to safeguard adults from harm and abuse when in SVC's care. This means to recognise and minimise opportunities of abuse, follow procedures to protect adults at risk, and report any concerns about their welfare to the appropriate people.</p> <p>This policy sets out a clear framework for volunteers, trustees and staff regarding the protection of adults at risk when in receipt of services from SVC, and to allow volunteers, trustees and staff to make informed and confident responses. Every adult has the right to be protected from any physical, sexual and financial abuse, emotional harm or neglect and it is everyone's responsibility to share concerns that they may have/have been told about.</p> <p>SVC works in partnership with many organisations that support adults at risk, and provide primary care for these adults. Although SVC are not responsible for the primary care of these individuals, SVC has a Duty of Care to ensure these individuals are supported effectively, and to report any concerns regarding the safety and/or care of these beneficiaries.</p>
<b>2.0</b>	<b>Scope of Policy</b>
2.1	<p>This policy applies to: -  All staff who support SVC  All volunteers volunteering for SVC  The SVC Board of trustees  Those adults at risk, as defined under Part 7 of the Social Services and Wellbeing (Wales) Act 2014, using SVC's services - <a href="https://www.safeguarding.wales/glossary.html">https://www.safeguarding.wales/glossary.html</a></p>
2.2	<p>In keeping with Good Practice SVC will:  Regularly monitor and review the implementation of this policy and its procedures.  The policy should be reviewed annually, or whenever there is a major change at SVC, or a change in relevant legislation.  Not make judgement about whether or not abuse is taking place but understand that it is our responsibility to identify poor practice, and possible abuse, and act on concerns about the welfare of an adult in SVC's care.</p>
2.3	<p>It is hoped that all your questions relating to this policy have been clearly answered. If you have questions unanswered then please contact the Adrienne, the SVC manager – A.EarlsSVCymru.org</p>
<b>3.0</b>	<b>Technical Terms and Abbreviations used in this Policy</b>

	<p>For the purpose of this policy <b>‘Adults’</b> refers to all people over 18 years of age.</p> <p><b>Adult at risk:</b> Describes anyone over 18 years of age who is experiencing or is at risk of abuse or neglect and has needs for care and support (whether or not the authority is meeting any of those needs), and as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it (S 126 of the Social Services and Well-being Act 2014).</p> <p><b>Abuse:</b> A single or repeated act or lack of appropriate action which causes harm or distress to a person.</p> <p><b>Neglect:</b> The persistent failure to meet a person’s basic physical and/or psychological needs, likely to result in serious impairment of the person’s health, development and wellbeing.</p> <p><b>Safeguarding:</b> Safeguarding is a term used to describe how we protect adults and children from abuse or neglect.</p> <p><b>Whistle Blowing:</b> The disclosure for communication of information about possible malpractice by individuals or organisations either internally or externally, or to an outside organisation.</p>
<b>4.0</b>	<b>Policy</b>
<b>4.1</b>	<p>SVC will ensure that all incidences of suspected or actual abuse are investigated thoroughly. Incidents will be overseen by the designated Safeguarding Officer, Adrienne Earls (<a href="mailto:A.Earls@SVCymru.org">A.Earls@SVCymru.org</a> / 02921 676780).</p> <p>In the event that a concern/ incident is raised against Adrienne, the Safeguarding Officer will be the SVC Chairperson, Sophie Smith - <a href="mailto:Chair@SVCymru.org">Chair@SVCymru.org</a></p> <p><b>4.2 Appropriate Workforce</b> SVC (and Innovate Trust as the employers of SVC staff) will operate a rigorous staff and volunteer selection recruitment process. Pre-requisite for all staff and volunteers working with adults at risk will include satisfactory written references from two known referees for a minimum of two years. Additionally, in line with the Safeguarding Vulnerable Groups Act 2006, Disclosure and Barring Service (DBS) checks will be completed.</p> <p><b>4.3 Training</b> SVC will ensure that specific Safeguarding training, covering recognition of abuse and reporting procedures, will be made available for all SVC staff and volunteers, and made mandatory to those staff and volunteers directly working with adults at risk.</p> <p><b>4.4 Use of Photographic/Filming</b> SVC staff, volunteers and trustees are not to take pictures or film any adult on the SVC projects without permission from the adult, or if appropriate from their parent/ guardian/ carer. In addition, pictures will not be used for the promotion of SVC unless consent is given. All members should be vigilant when working with adults at risk and</p>

report any concerns/allegations of inappropriate photographs or film footage to the Designated Safeguarding Person.

#### 4.5 Reporting

It is the responsibility of all staff, volunteers and trustees of SVC who are engaged in regulated activity to familiarise themselves with SVC's reporting procedures before undertaking any regulated activity with adults at risk.

By regulated activity, SVC refers to any activities included in this publication, and will ensure those staff, volunteers and trustees engaged are DBS checked at the appropriate level as advised by the Disclosure & Barring Service - [Regulated Activity with Adults in Wales.pdf](#) ([publishing.service.gov.uk](http://publishing.service.gov.uk))

SVC recommends that all staff, volunteers and trustees engaged in regulated activity, download for free the Wales Safeguarding Procedures (WSP) app for advice regarding our duty to report concerns.

SVC staff, volunteers and trustees should report any incidences of concern to Adrienne Earls, as the Designated Safeguarding Person ([A.Earls@SVCymru.org](mailto:A.Earls@SVCymru.org) / 02921 676780).

SVC ask staff, volunteers and trustees to share their concerns that abuse may be happening or has happened, a safeguarding report may be made on the basis of having "reasonable cause to suspect" that abuse has occurred or is happening.

Any concerns should be reported as soon as possible, and at most within 24 hours.

#### **Under no circumstances should the individual carry out their own investigation.**

The Designated Safeguarding Person is responsible for listening to concerns and referring reported incidences to the appropriate case manager and/or social services/ adult safeguarding local to the usual address of the adult, and/or Police – as required.

The Designated Safeguarding Person will follow the guidelines set out in the Wales Safeguarding Procedures app considering effective practices, the duty to report, and when to contact the police.

In addition, the Designated Safeguarding Person will work co-operatively and collaboratively to prescribed policies and procedures set out by the Social services and Well Being (Wales) Act 2014, Mental Capacity Act 2005, Safeguarding of Vulnerable Groups 2006 and the and the re-defined regulated activity under the Protection of Freedoms Act 2012.

#### 4.6

#### **Reporting Suspected abuse by SVC staff, volunteers or trustees**

If concerns that abuse may be happening or has happened, a safeguarding report may be made on the basis of having "reasonable cause to suspect" that abuse has occurred or is happening. Depending on the circumstances the report can be made directly to the SVC manager as the Designated Safeguarding Person ([A.Earls@SVCymru.org](mailto:A.Earls@SVCymru.org) / 02921 676780). However, if the concerns regard the SVC Manager, the concerns can be reported to the SVC Chair [Chair@SVCymru.org](mailto:Chair@SVCymru.org) as the Safeguarding Officer. If the concern is regarding both the SVC Manager and the SVC Chair,

then concerns can be made to the Regional Safeguarding Board  
[Safeguarding Adults Board - Cardiff and Vale of Glamorgan Regional Safeguarding Board \(cardiffandvalersb.co.uk\)](http://cardiffandvalersb.co.uk)

#### 4.6 Recording

SVC staff and volunteers must ensure that their recording is accurate, prompt, concise, legible, dated and factual. Original recordings must be forwarded to the Designated Safeguarding Person within 24 hours of reported incidences.

### 5.0 Types and Indicators of Abuse

5.1 SVC recognises the following may indicate abuse and will act appropriately upon receipt of such information. SVC identifies that there are no strict boundaries and sometimes an adult at risk may be experiencing abuse from more than one category.

#### **Physical Abuse**

Deliberate infliction of pain, withholding or misuse of medication, undue restraint or sanctions, hitting or slapping.

Some indicators of physical abuse are: multiple bruising, unexplained falls/injuries, marks to the skin, black eyes, burns, abrasions, hair loss, finger hand marks and behavioural changes.

#### **Psychological Abuse**

Threats of harm, humiliation, bullying, verbal abuse, enforced isolation, denial of dignity, withdrawal from supportive networks.

Some indicators of psychological abuse are: anxiety, submissiveness, behaviour changes, loss of confidence, character changes in presence of certain persons, restrictions of freedom.

#### **Sexual Abuse**

Sexual assault is any act of a sexual nature to which the victim was not consenting, including: suggestive language, inappropriate touching or misuse of carer role.

The activities may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving an adult at risk in looking at, or in the production of, sexual images, watching sexual activities, encouraging the adult to behave in sexually inappropriate ways, or grooming the adult in preparation for abuse (including via the internet).

Some indicators of sexual abuse are: relationships where power is imbalanced or consent not informed. Unexplained bruising/soreness in genital area, blood on clothing, behaviour change, unexplained difficulty in walking, urinary tract infections, sexually transmitted disease, pregnancy.

#### **Neglect**

Neglect is the persistent failure to meet the adult at risk's basic physical and/or psychological needs, likely to result in the serious impairment of the individual's health or development. This includes deliberate negligence, failure to provide or access services, failure to provide

	<p>medication/medical care, poor nutrition or lack of heating, failure to follow support plans and procedures.</p> <p>Some indicators of neglect are: lack of supervision, denial of needs physical/medical/mental health problems; behaviour changes, poor hygiene/dress, inappropriate clothing for situation, poor environment, limited activities and physical illness, abusive regimes, lack of care plans/individual planning, poor or no assessment of risks.</p> <p><b>Financial</b></p> <p>Theft, fraud, misappropriation of benefits, misuse of monies, property or possessions.</p> <p>Some indicators of financial abuse are: unexplained withdrawal/s from accounts, poor recording of money by staff, changes in accounting, unusual purchases, lack of receipts, unexplained shortage of money, non-payment of bills, pressure around wills property or inheritance.</p>
<b>6.0</b>	<b>Reporting Process for Suspected and/or Alleged Abuse</b>
<b>6.1</b>	SVC expects all staff, volunteers and trustees are requested to follow the procedure detailed below in all instances of suspected or alleged abuse.
<b>6.2</b>	<p>SVC acknowledges that abuse may be reported because the person has seen it happen, may suspect it happening because of signs such as those listed in section 5.1 of this document, it may be reported to SVC by someone else or directly by the individual affected. If an adult at risk reports or indicates that they are being abused, you should:</p> <p><b>Stay calm</b> so as not to frighten the adult.</p> <p><b>Reassure</b> the adult that they are not to blame and that it was right to tell.</p> <p><b>Listen</b> to the adult, showing that you are taking them seriously.</p> <p><b>Keep questions to a minimum</b> so that there is a clear and accurate understanding of what has been said. Do not probe with questions as this may result in incorrect information being created. Only ask questions to clarify.</p> <p><b>Seek consent</b> for SVC to make a safeguarding report about them (unless the adult has been assessed to not have capacity). Explain that this will include some personal information about them, and the relevant information that supports the reasonable cause to suspect that they are at risk or, or suffering from, abuse. Seek to identify their views, wishes and feelings, and whether they would like an advocate. An advocate may be informal or an Independent Professional Advocate appointed by the local authority.</p> <p><b>Never</b> tell the adult anything is confidential.</p> <p><b>Report</b> to the Project Co-ordinator, Lead Volunteer or SVC Manager immediately who will act in one of the following ways, if you are not volunteering on a group project the following also applies to you:</p> <p><b>If the report has been made to a Lead Volunteer and/or SVC Project Coordinator, they must immediately ensure it is reported to the SVC Manager as the Designated Safeguarding Officer.</b></p> <p>If the <b>Designated Safeguarding Officer</b> is not contactable then the Project Coordinator who oversees the project will contact either the SVC Chair, as the Safeguarding Officer or the agencies below, and act on their advice: -</p> <p><b>Cardiff Contacts:</b></p>

**Adult Safeguarding  
Team**

**Tel: 02922 330888**

**Learning Disability Service**

**Tel: 02920 536111**

If the situation arises outside of office hours (Mon-Thurs 9-5pm, Fri 9-4pm) and the volunteer, trustee or staff member is unable to contact the SVC Office, you should contact: -

**Emergency Duty Officer – 029 2078 8570**

**RCT Contacts:**

**First response Team: 01443 425003**

Opening Hours:

Monday – Thursday 8.30am –  
5.00pm

Friday 8.30am – 4.30pm

Sunday and Bank Holidays Closed

**Out of Hours Emergencies:**

To contact social care services outside office hours, at weekends and bank holidays, contact the Cwm Taf Emergency Duty Team on 01443 743665 or 01443 657225.

**Vale of Glamorgan Contacts**

**The Contact & Information Centre:**

01446 731100

**Out of Office Hours Emergency Duty Team:**

029 20448360

If you feel a criminal act has or may have taken place, you should contact the police immediately by dialling **999**.

**Innovate Trust Contacts**

**Innovate Trust Reception (office hours) – 029 2038 2151**

**Cardiff On Call – 07786363338**

**RCT On Call – 07769250102**

**Vale of Glamorgan On Call - 07783824634**

**Safety of the adult** is paramount. If the adult needs urgent medical attention call an ambulance, inform the doctors of the concern and



	<p>ensure they are made aware that this is an adult safeguarding concern. All physical evidence must be preserved.</p> <p><b>6.3 Do not</b> contaminate evidence.  <b>Do not</b> inform alleged abuser of reporting. <b>Do not</b> inform abuser of retained evidence. <b>Do record</b> all information.</p> <p>In recording you should confine yourself to the facts and distinguish what is your personal knowledge and what others have told you. <b>Do not include your own opinions.</b></p> <p>If known, information should include the following:</p> <p><b>6.4</b> The individual's name, age and date of birth.  The individual's home address and telephone number.  Whether or not the person making the report is expressing their concern or someone else's.  The nature of the allegation, including dates, times and any other relevant information.  A description of any visible bruising or injury, location, size etc. Additionally, any indirect signs, such as behavioural changes.  Details of witnesses to the incidents.  The individual's account, if it can be given, of what has happened and how any bruising/injuries occurred.  Have the parents/carers/guardians been contacted? If so what has been said?  Has anyone else been consulted? If so record details.  Has anyone been alleged to be the abuser? Record detail.</p> <p>We hope that all your questions have been answered within this Safeguarding Policy, however if you require any further information then please contact the SVC manager.</p> <p>Useful further Information:</p> <p><b>6.5</b> <a href="https://www.safeguarding.wales/glossary.html">https://www.safeguarding.wales/glossary.html</a>  <a href="#">Statutory guidance   Social Care Wales</a>  <a href="#">Regulated Activity with Adults in Wales.pdf (publishing.service.gov.uk)</a>  <a href="#">Safeguarding Adults Board - Cardiff and Vale of Glamorgan Regional</a></p> <p><b>6.6</b> <a href="#">Safeguarding Board (cardiffandvalersb.co.uk)</a></p>
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*AEADs*

*G. Piddington*