

## **Safeguarding Policy and Procedure**

This document sets out the policy and procedures to be followed by the One to One Project, its staff and volunteers with regards to its responsibilities for the protection of vulnerable adults. The policy establishes a framework to support volunteers and staff in their practices and clarifies the organisation's expectations where a response is required in the event that a safeguarding issue be raised or identified.

### **Definitions**

A **vulnerable adult** is defined as someone over the age of 18 years who is or maybe in need of community care services by reason of mental or other disability, age or illness and who is, or maybe, unable to take care of him/herself or unable to protect him/herself against significant harm or exploitation.

**Abuse** is the harming of another individual, usually by someone who is in a position of power, trust or authority over that individual. The harm may be physical, psychological or emotional or it may be directed at exploiting the vulnerability of the victim in more subtle ways.

### **1. One to One Project Responsibilities**

- i. All staff, volunteers and trustees must be made aware of this policy and agree to its content.
- ii. All staff, volunteers and trustees have a responsibility to follow the guidance laid out in this policy, and to follow the outlined procedure when a safeguarding matter arises.
- iii. All staff, volunteers and trustees are expected to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices, including annually reviewing this policy.
- iv. The project manager or, in their absence, the assistant project manager is responsible for determining whether an outside agency should be involved or whether any other action is necessary. The project manager or, in their absence, assistant project manager is responsible for determining how the rest of the contact with the vulnerable adult will be managed in an appropriate way.
- v. The vulnerable adult has the right to be made aware of this policy and to be involved in any process as appropriate.

### **2. Implementation**

One to One Project is committed to keeping people safe by;

- i. **Safe Recruitment** – Implementing a robust staff and volunteer recruitment procedure that includes application, interview, DBS check and three reference checks. To ensuring appropriate DBS checks have been undertaken on all staff and volunteers who are in contact with vulnerable adults, renewable every three years.
- ii. **Thorough Client Assessment** – To identify risk and vulnerability as part of a thorough client assessment. Where this is evident upon receipt of a referral, the project manager or assistant project manager has the right to contact the referrer, without client consent, for further information prior to initial contact with the client.
- iii. **Allocation Processes** – To pay careful consideration to the allocation of clients to volunteers, according to the volunteer's stage of training and prior experience.
- iv. **External Clinical Supervision** – To ensure all staff and volunteers are adequately supervised, managerially and clinically. Clinical supervision to be provided by a supervisor external to the One to One Project.
- v. **Provision of 'Client Voice' Facility** – To carry out a routine '4 week check' on all newly allocated clients, via telephone or post. To commit to providing opportunities for regular client feedback through the use of Client Voice and evaluative tools.
- vi. **Provision of Continuing Professional Development** – To make available regular opportunities for continuing professional development for all staff and volunteers.
- vii. **Partnership Working** – to ensure that any partnerships entered into are in the best interest of the client. To promote the principles of good practice in other organisations. To raise concern if the ethical practice of another organisation/partner is in question.

### **3. Procedure to be followed if a safeguarding issue arises;**

1. Any concern that a staff member or volunteer has, or is told about, either directly from, or indirectly about, a child or adult, must be communicated to the project manager immediately (01553 770770). In the absence of the project manager, concern must be raised with the assistant project manager who will inform the project manager (01553 770770) as soon as possible. Dated records must be made of all observations.
2. The project manager will consult with the staff member or volunteer to establish cause for concern, immediacy of risk and additional safeguarding issues e.g. dependent children at risk.
3. Where the concern relates to a client of the One to One Project, this should be discussed with them whereupon signed permission from the vulnerable adult to disclose such concerns with an external

agency using the 'Consent Form for Passing/Obtaining Confidential Information Outside of the One to One Project' should be sought. (Note, where permission is denied, duty of care determines course of action, i.e. an external agency will be contacted without permission in order to share relevant information proportionate to the need and level of risk, as determined by the project manager/assistant project manager. This is permissible under the Data Protection Act).

4. Where risk is immediate, call 999.
5. If the nature/severity of the safeguarding concern is unclear, the project manager must, in the first instance, seek advice from Norfolk Multi Agency Safeguarding Hub (MASH) - call 0344 800 8020 – by making an initial enquiry, without disclosure of the client's identity.
6. If appropriate, and the risk is not immediate, the project manager will make a referral to MASH. Information needed to make a referral to MASH includes; name, date of birth and address of vulnerable adult, service and duration of support from One to One Project, details of incident/concern.
7. Project manager to keep written report of all calls, detailing who made it, date, time and to whom. Take name of professional where possible. Record as much detail of report as possible, including their response and action plan.
8. Keep vulnerable adult informed of progress. Provide information of appropriate support services, discuss risk management plan if appropriate.
9. Support staff member or volunteer, provide opportunity for debrief and additional ongoing supervision.