



Slough Refugee Support
Vulnerable Adults Policy
(including FGM guidelines)

Adopted by Slough Refugee Support at the Management Committee meeting:

ON: 12 July 2018
SIGNED: *[Signature]*
PRINT NAME: JEAN KELLY
POSITION: Chair of Trustees
REVIEW DATE: 11 July 2019
20 August 2020

REVIEW DATE 2021
2023
DECEMBER 2024
[Signature]
Chairman
30/4/25

Purpose

Slough Refugee Support is committed to ensuring the protection of vulnerable adults through the development and implementation of effective policies and best practice.

The Trustees, staff, and volunteers, recognise and accept the responsibility to develop and raise awareness of the issues involved in working with vulnerable adults.

Objectives

- To provide an environment in which vulnerable adults feel safe and valued
- To ensure that Trustees, staff and volunteers take responsibility to protect vulnerable adults from harm at all times
- To have a Designated Worker identified as the Protection of Vulnerable Adults Officer
- To ensure that all Trustees, staff and volunteers are aware of and adhere to the Guidelines on protection of vulnerable adults
- When necessary, and in consultation, to share information and/or concerns in a confidential manner with the appropriate outside agency e.g. Social Services



- To ensure that all staff and volunteers who work with, or have responsibility for, vulnerable adults have enhanced checks by the Disclosure and Barring Service (DBS), and that appropriate references are requested in the recruitment process
- To ensure that induction processes for all Trustees, staff and volunteers include introduction to this policy and procedures
- To review and up-date this policy and practice annually

Definitions

“A vulnerable adult”, broadly defined, is a person:

‘Who is eighteen years of age or over, and who 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/herself, or unable to protect him/herself against significant harm or exploitation.’

(‘Who Decides’:1997, Lord Chancellor’s department)

“Abuse” may be defined as the wrongful application of power by someone in a dominant position. It involves an imbalance of power and exploitation without a full and informed consent. Abuse can take several different forms and may be a single act or repeated acts.

Physical abuse – includes hitting, slapping, kicking, pushing, withholding or misuse of medication

Sexual abuse – includes sexual assault and rape, or sexual acts where the vulnerable person has not (or could not give) given consent or was forced into consenting.

Psychological abuse - includes threats of harm, emotional abuse, humiliation, verbal abuse, intimidation, coercion, harassment, withdrawal of support, isolation and deprivation (physical and sensory).

Material / financial abuse – includes fraud, theft, exploitation, financial transactions, misappropriation e.g. willed inheritance, property, benefits and possessions.

Neglect & Acts of Omission – includes ignoring physical care and medical needs,



3. Any incident or concern should be reported to Rose Njoroge or if she is not here, to *LOUISE SPRAHL* They will deputise for each other during periods of leave or sickness.
4. All concerns should be brought to the attention of the Designated Worker as soon as possible after the observation or incident, even if they seemed insignificant at the time.
5. All concerns and observations should be recorded in the Incident file. It should be signed and dated by the person raising the concern and the Designated Worker.
6. Action will be agreed by those two people. This will also be recorded and signed and dated by both parties.
7. Wherever possible, the incident will be discussed with a Trustee before breaking confidentiality.
8. If appropriate, advice may be sought from the Duty Officer for community and well-being in Social Services (**Tel: 01753 475111 (option 1) 9.00am – 5pm or 01344 786 543 Out of Hours**).
9. In the case of a serious concern, a referral will be made to the Duty Officer, (phone numbers as above) using a Social Services referral form.
10. If a referral is made, the Designated Worker will decide whether or not it is appropriate to inform or consult the client's family or carer, unless it would be potentially unsafe for SRS personnel or for the client to do so.
11. Further guidance can be found in the Berkshire Safeguarding Vulnerable Adults Policy on www.slough.gov.uk/documents/safeguarding.pdf



withholding basic living requirements e.g. adequate nutrition, safe and warm environment, withholding necessary medication and failure to provide access to appropriate health and social care services and / or educational services.

Discrimination – includes harassment and/or exclusion because of race, creed, culture, ability, gender and any slur deemed offensive and abusive.

“Workers” for the purposes of this document, includes both paid staff and voluntary staff within Slough Refugee Support.

Guidelines:

Code of Conduct

- Workers to treat vulnerable adults with respect and sensitivity at all times.
- Workers to ensure that the safety and dignity of vulnerable adults is maintained at all times, and confidentiality respected according to our Confidentiality Policy.
- All workers should be made aware of this *Vulnerable Adults Policy* during induction, and of the procedure to follow for reporting possible / alleged cases of abuse or harm.
- All workers should undertake an enhanced Disclosure Check with the DBS.
- Only those who have been DBS checked can work unsupervised with vulnerable adults.

Referral Procedures

1. The Designated Workers for implementing this policy are Rose Njoroge and
LOUISE SPRACKLING
2. If somebody believes that an adult may be suffering, or may be at risk of suffering significant harm, they have a duty to refer such concerns to the Designated Worker, no matter how trivial they might seem.



FGM Guidelines

- Female genital mutilation (FGM) is a collective term for procedures which include the removal of part/all external female genitalia for cultural or other non-therapeutic reasons.
- The practice is not required by any major religion and is medically unnecessary, painful and has serious health consequences at the time it is carried out and in later life.
- The procedure is typically performed on girls between 4 and 13, but is also performed on new born babies and on young women before marriage/pregnancy. A number of girls die from blood loss or infection.
- Girls may be circumcised or genitally mutilated illegally by doctors or traditional health workers in the UK, or sent abroad for the operation.

Referral

If we become aware that a pregnant woman may have had this procedure (FGM), we should refer her to specialist ante-natal care at the Rose Clinic , Upton Park Hospital.

Recruitment and Induction

- New workers will fill in an application form, provide 2 references and undergo enhanced DBS checks as part of the recruitment process.
- All new Trustees and workers will be introduced to this policy as part of their induction procedure.

Monitoring

This policy will be reviewed annually by the Management Committee to ensure it remains fit for purpose.

Responsible Officer: *ROSE NJOROGE*

Reviewed and Updated in *APRIL 2022*

Reviewed and Updated in *DEC 2023*

DEC 2024



Slough
Refugee
Support



Safeguarding Policy and Procedures (Adults) (5)

Adopted by the Trustee Board meeting on 5th December 2023
Signed by the Chair of Trustees

Print name *Taz Mohammed*

Review date *December 2024*

1 INTRODUCTION

This Policy has been updated to reflect the change in language suggested in the Care Act Guidance October 2015, revised March 2016.

This Policy and Procedures document seeks to ensure that Slough Refugee Support undertakes its responsibilities with regard to the protection of adults at risk and will respond to concerns appropriately. It establishes a framework to support staff and volunteers in their practices and clarifies the organisation's expectations.

Slough Refugee Support provides services and support delivered by staff and volunteers, to refugees and asylum seekers, predominantly in the Slough area.

Slough Refugee Support is committed to following statutory and specialist guidelines in relation to safeguarding for those staff and volunteers delivering front line services to service users, at risk of harm. Staff and volunteers delivering frontline services are protected by the Lone Working Policy.

2 REASON FOR POLICY AND PROCEDURE

The Care Act recognises and reinforces that all staff and volunteers in any organisation who have contact with adults who could be at risk of harm or neglect, have a duty to act if they have any concern that an adult is being harmed, neglected or exploited.



This policy sets out the key elements and overarching principles that underpin Slough Refugee Support's approach to working with adults at risk including issues relating to safeguarding, suicide and self-harm (see Safeguarding Adults at Risk Guidance Appendix 3).

Impact

This Safeguarding Policy and Procedures aims to protect the people we support from avoidable harm and to enable older people to get the outcomes that they themselves want. Central to Slough Refugee Support's Policy is the impact of any harm on the person at risk, not on judging the person who may have harmed them.

3 POLICY STATEMENT

For Slough Refugee Support safeguarding encompasses everything we do to protect adults and children who need care and support, our staff and our volunteers from the risk of harm or neglect.

There are three main elements to our safeguarding work:

- **Person-centred** – we will treat each person with dignity and respect and as a unique individual
- **Prevention** – we will put measures in place to avoid harm including the use of safe recruitment practices for staff and volunteers, promoting safe working environments and raising awareness of safeguarding.
- **Protection** – we will provide policy, procedures, information and training to enable all Slough Refugee Support staff and volunteers to work safely and to identify and respond appropriately to concerns about abuse or harm that may be affecting an adult who needs care and support.

All staff and volunteers, whatever the setting, have a key role in preventing harm or abuse from occurring and in taking action when concerns arise.

Slough Refugee Support also recognises its legal duty and responsibility to safeguard children, and as such has a safeguarding children's policy which should be read in conjunction with this.

Safeguarding principles

The following principles will underpin our delivery:

- **Empowerment:** we will empower adults who need care and support to make decisions about their lives and achieve the outcomes that they want
- **Protection:** we will give people information and advice to enable them to protect themselves. Where an adult is not able to protect themselves, or others may be at risk, we will take reasonable and appropriate action to promote their safety and well being



- **Prevention:** we aim to prevent harm happening by raising awareness and providing information. We will recruit, support and treat staff and volunteers safely and fairly. We will ensure staff and volunteers have a safe working environment
- **Proportionality:** we will act and respond in a way which is proportionate to the presenting concern. We will aim to promote individual rights and secure positive outcomes in any actions that we take and any information that we provide
- **Partnership:** we will work co-operatively with adults who need care and support, those who support them and relevant agencies to secure good outcomes
- **Accountability:** we will take responsibility for safeguarding by being aware of safeguarding concerns, understanding how we can play a part in preventing and ending abuse and/or neglect, acting promptly and sensitively to safeguarding concerns, sharing information appropriately, learning from experiences and monitoring our progress.

Adults at Risk

An adult might be considered at risk if they are aged 18 years or over and:

- has needs for care and support (whether or not the local council is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

An adult at risk may be a person who:

- Is elderly and frail due to ill health
- Has a learning disability
- Has a physical disability and / or a sensory impairment
- Has mental health needs including dementia or personality disorder
- Has a long -term illness /or condition
- Misuses substances or alcohol
- Is unable to make their own decisions and is in need of care and support
- Is a young adult, over the age of 18, who has care and support needs and is 'in transition' from childrens' to adults' services
- Is a carer (looking after another person with care and support needs)



This list is not exhaustive, other people might also be considered to be adults at risk.

Types of Abuse

The Care Act Guidance March 2016 illustrates each type of abuse:

- **Physical abuse** including assault, hitting, slapping, pushing, misuse of medication, restraint, and inappropriate sanctions.
- **Domestic abuse** including psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence. Female Genital Mutilation (FGM) and other acts of violence against women and girls may also fit in this category.
- **Sexual abuse**, including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual assault or sexual acts to which the adult has not consented, or was pressured into consenting.
- **Psychological abuse** including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation and unreasonable or unjustified withdrawal from services or supportive networks.
- **Financial or material abuse** including theft, fraud, internet scamming coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, and the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** encompasses slavery, human trafficking, forced labour and domestic servitude, traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** including forms of harassment, slurs or similar treatment: because of race, gender and gender identity, age, disability, sexual orientation and religion.
- **Organisational abuse** including neglect and poor care practice within an institution or specific care setting such as a hospital or care home or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
- **Neglect and acts of omission** including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour.



4 PROCEDURES

4.1 Responsibilities

All Slough Refugee Support staff and volunteers, irrespective of their role, have a part to play in safeguarding the people we support where safeguarding concerns are suspected or have been identified. All staff and volunteers will undertake safeguarding training and familiarise themselves with the Safeguarding Policy and Procedures. Slough Refugee Support operates predominantly in Slough, but may also work in other areas of Berkshire. Information on local Safeguarding contact details and information on referral and reporting requirements will be supplied to frontline staff and the referral process covered in the staff training.

Staff and volunteers are responsible for being aware of and alert to safeguarding concerns. However they are not responsible for diagnosing, investigating or providing a therapeutic response to harm.

Trustees have responsibility for the general control and management of the administration of Slough Refugee Support and have a duty of care which includes taking the necessary steps to safeguard those at risk of harm. Trustees also have a duty to manage risk and to protect the reputation of the Charity. A named trustee will be designated as lead for safeguarding.

Trustees will also have a responsibility to ensure that issues relating to working with adults at risk are included, where appropriate in strategic plans, risk assessments, communications and quality assurance.

Line Managers are responsible for ensuring that they, and the staff they manage, are aware of, and confident in implementing Slough Refugee Support's Safeguarding Policy and Procedures and complete relevant training. They should ensure that safeguarding and risk assessment is discussed at team meetings and as part of the supervision process.

The role of the **Designated Safeguarding Lead** is:

- To develop and promote positive safeguarding policies, procedures, practices and training across Slough Refugee Support.
- To ensure that all staff are trained in safeguarding procedures and are confident in taking appropriate action when concerns or suspicions are raised.
- To ensure that all volunteers are trained in safeguarding procedures to enable them to understand reporting procedures, and take appropriate action when they have concerns or suspicions of potential safeguarding issues.
- To regularly audit the Slough Refugee Support Safeguarding Log to identify and analyse any safeguarding issues to improve policies and procedures.



- To act as a source of support, advice and expertise within the organisation.

4.2 Implementation Stages

Recruitment: all staff and volunteers must undertake an enhanced Disclosure and Barring Service check before they start their role. They will also complete a disclosure form and provide photo ID before commencement of the position. A safeguarding statement is included in recruitment adverts and the policy is included in the application pack.

Induction for all staff and volunteers: as part of the initial induction there will be a discussion of the Safeguarding Policy and Procedures, confirmation of understanding and familiarity with reporting processes. Staff will be asked to sign to confirm that they have understood the contents of the policy. Face-to-face learning will be provided for frontline staff within the first six months of joining the organisation. All staff and volunteers will complete a refresher course every two years.

Review: Slough Refugee Support is committed to facilitating effective discussion of safeguarding issues through a monthly Safeguarding Log review. Learning from the Safeguarding Log review will inform policy and procedural changes which will be communicated to all staff and volunteers.

Boundaries: Maintaining professional boundaries is included in the induction for staff and volunteers. Professional boundaries are what define the limits of a relationship between staff, volunteers and the people we support. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.

In addition, Slough Refugee Support's Financial Regulations states that staff members should not accept loans, gifts including financial gifts or items of any significant value from the people we support, nor should they be offered or accept gifts or loans from staff members or volunteers. In cases where to decline may cause upset or offence, staff and volunteers will record receipt in the register of gifts which is held in the main office.

4.3 Reporting

Slough Refugee Support staff and volunteers will report concerns appropriately as soon as they are identified. In Slough this is done by completing an SA1 form and returning to Adult Social Care. A copy of the SA1 form will be kept on the person's file and in the Safeguarding Log.

Working Hours



Complete an SA1 form:

<https://www.slough.gov.uk/downloads/download/166/safeguarding-concerns-form>

Contact Adult Social Care 01753 475111 option 1

Email safeguarding@slough.gov.uk

Out of Hours (5pm-9am Monday to Friday; Weekends; Bank and Public Holidays)

Contact Berkshire Emergency Duty Service on 01344 351999

However, when there is the possibility of immediate and significant risk to the service user, emergency services should be contacted immediately on their behalf.

All concerns, disclosures, allegations and suspicions should be recorded on the Safeguarding Log.

4.4 Recording procedures

Details must be recorded in the Safeguarding Log. This is regularly reviewed by the Designated Safeguarding Lead.

The Safeguarding Log records information on the adult about whom the concern is raised, the concern itself and any action taken. The record should be clear and factual, since any information gained may be valuable to professionals investigating an incident and could at some time in the future be used as evidence in court.

4.5 Responding to allegations of harm or inappropriate conduct against a member of staff or volunteer

Slough Refugee Support recognises its duty to report concerns or allegations against its staff and/or volunteers. If an allegation of harm or inappropriate conduct towards an adult at risk is made against a member of staff, then this must be reported to their immediate line manager without delay. If the allegation concerns an Slough Refugee Support volunteer, this should be reported to nominated safeguarding trustee with immediate effect.

4.6 Monitoring

Designated Safeguarding Lead will monitor the following to ensure the effective delivery of its Safeguarding Policy and Procedures:

- Safe recruitment practices for staff and volunteers
- DBS checks for all frontline staff and volunteers
- References taken up on all new staff and volunteers
- That all staff and volunteers have completed the safeguarding training



- Appropriate reporting of safeguarding concerns
- Regular review of the Policy and Procedure including the Safeguarding Log.

Information will be gathered, recorded and stored in accordance with requirements under the Data Protection Act and Slough Refugee Support's Confidentiality Policy.

All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard adults at risk. The public interest in safeguarding may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Designated Person. All staff and volunteers must be aware that they cannot promise people or their families/carers that they will keep secrets.

5 MEASURING SUCCESS

The Safeguarding Log will be regularly reviewed to ensure compliance. Incidents logged will be reviewed by the Designated Safeguarding lead together with the Trustees. Learning from those reviews will inform process improvement ensuring that staff have the training to report safeguarding concerns appropriately.

- Staff and volunteers have completed the appropriate level of safeguarding training and understand the requirements of the Policy and how to implement it.
- All potential issues are dealt with in accordance with the Policy and Procedures.
- The Safeguarding Log is in place and regularly reviewed by the Designated Safeguarding lead together with the Safeguarding Trustee and any issues communicated to the Trustees as required

6 BACKGROUND

The principal pieces of legislation governing this policy are:

Care Act 2014 – which places a duty to act on all staff and volunteers if they have a concern that an adult is being harmed, neglected or exploited

Data Protection Act 1998 – which places a duty on Slough Refugee Support to use data for limited, specifically stated purposes, used in a way that is adequate, relevant and not excessive and handled according to people's data protection rights

7 POLICY OWNER

