

Safeguarding Policy – for adults with additional needs

Statement of intent on safeguarding adults with additional needs

Norwich Foodbank is committed to safeguarding the wellbeing of every person in our community, of whatever age. It is the responsibility of each one of us to prevent all forms of abuse of every member of our community and particularly the abuse of those most vulnerable among us. The welfare of vulnerable adults is paramount and without exception they have the right to protection from abuse regardless of gender, ethnicity, disability, sexual orientation or belief. We explicitly recognise the additional needs of vulnerable adults of minority ethnic groups, disabled vulnerable adults and the barriers they may face, including with regards to communication.

All those who work / volunteer with Norwich Foodbank will be made aware of this policy and of what to do if they have any concerns. There is guidance for those responding to concerns so that they are properly dealt with, including sharing information about concerns with agencies that need to know and involve vulnerable adults and families appropriately.

It is our policy that no-one shall work with vulnerable adults within Norwich Foodbank who:

- Has been convicted of or has received, a formal police caution concerning an offence against children as listed in the First Schedule of the Children and Young People's Act 1933; or
- Has been convicted of, or has received a formal police caution concerning sexual offences against children and young people; or
- Is registered on the protection of Children Act, protection of Vulnerable Adults Act and List 99

This means that:

- All who work with vulnerable adults under the auspices of Norwich Foodbank are expected at all times to conform to good practice in their work.
- Those responsible for the appointment of such workers must take all reasonable steps, to ensure that persons who have been convicted or have received a formal police caution concerning sexual offences against children, young people or vulnerable adults shall not undertake work with vulnerable adults under the auspices of Norwich Foodbank.
- Paid employees of Norwich Foodbank must undergo an enhanced DBS check as there will be instances of working with children and / or vulnerable adults. This may also apply to key volunteers if they regularly support vulnerable adults in a leadership role, under the umbrella of Norwich Foodbank
- There may be instances where a specific risk assessment needs to be carried out with regards to an individual, to ensure their safety and wellbeing
- Please refer to the Data Protection Policy for information on consent, including regarding photographs, internet use and Social Media.
- If you have any questions about our policies and procedures please contact our Child and Vulnerable Person Protection Representative (the Project Manager) on tel: 0300 365 1123.

Role of the Vulnerable Person Protection Representatives

The named staff Child and Vulnerable Person Protection Representative for Norwich Foodbank is: **Project Manager**

The deputy CVPPR is **Volunteers and Campaigns Coordinator** and **Trustee**

They are responsible for:

- Ensuring the policy is being put into practice
- Being the first point of contact for protection issues
- Keeping a record of any concern expressed about protection issues
- Where necessary, taking further steps, such as referring concerns to other agencies
- Bringing any protection concerns to the notice of the Project Manager and Trustees.
- Ensuring that paid staff and volunteers are given appropriate information, support and supervision on safeguarding vulnerable adults.

Code of Conduct for Staff and Volunteers

Norwich Foodbank staff and volunteers should organise all their activities to reduce to a minimum those situations within which it may be possible for vulnerable adults to be abused. Staff and volunteers are required to abide by this Code of Practice to vulnerable adults.

- DO treat all vulnerable adults with the respect they deserve
- DO make sure any suspicions or allegations are recorded and reported to the Vulnerable Person Protection Representative.
- DO NOT get personally involved – leave it to the professionals.

Physical Contact; DO NOT:

- Subject vulnerable adults to constant criticism/bullying
- engage in rough physical games or horse play
- Touch a vulnerable adult in an intrusive or sexual manner
- Make sexually suggestive comments, even in jest.
- Do things of a personal nature that vulnerable adults can do for themselves.
- Restrain a vulnerable adult using physical force.

ADDITIONALLY:

- You should plan never to be alone in a building, car, or a closed room with a vulnerable adult.
- In exceptional circumstances where a member of staff/volunteer may be alone with a vulnerable adult for a short period, they should ensure that other staff or volunteers are aware of the situation and that they support this action and that it takes place in clear view of the rest of the group e.g., designated office or room with a clear glass window. The door must always be left open.

Outside contact for advice and information:

Local Safeguarding Board

0344 800 8020

Police Service

101 / 999

thirtyone:eight (Trussell Trust contracted safeguarding advice)

0303 003 1111

What is Abuse?

A basic definition of abuse is that it is the misuse of power by a person who is developmentally and / or physically stronger than another, resulting in some distress, harm or neglect of necessary attention for the victim.

Abuse is a term which describes all the ways in which a vulnerable adult's development and health are damaged by the actions or inactions of others, usually other adults. Abuse may occur in a family, institutional or community setting by those known to them or, more rarely, by a stranger. Although different terms are used to describe particular types of abuse, these often overlap, and many suffer effects of a range of destructive forms of behaviour. It is generally accepted that there are ten types of abuse which vulnerable adults may be subjected to:

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to the person whom they are looking after. Physical abuse, as well as being the result of an act of commission can also be caused through omission or the failure to act to protect.

Signs of physical abuse *may include:* Unexplained or hidden injuries, lack of medical attention, finger marks, broken bones, or fear of certain people.

Emotional Abuse

Emotional Abuse is persistent emotional ill treatment to cause severe and persistent adverse effects on the person's emotional development. It may involve making a vulnerable person feel or believe that they are worthless or unloved, inadequate, or valued only in so far as they meet the needs of another person. It may involve causing vulnerable adults to frequently feel frightened, in danger or exploited. Some level of emotional abuse is involved in all types of ill treatment though it may occur alone.

Signs of emotional abuse *may include:* Reverting to younger behaviour, nervousness, sudden underachievement, attention-seeking, running away from home, stealing, lying, fear of certain people, mood swings or an increase in difficult behaviours.

Sexual Abuse

Sexual abuse involves forcing or enticing a person to take part in sexual activities, whether or not they are aware of, or consent to, what is happening. The activities may involve physical contact, including penetrative acts or non-penetrative acts such as fondling.

Sexual abuse may also include non-contact activities, such as looking at or in the production of, pornographic material or watching sexual activities, or encouragement to behave in sexually inappropriate ways. Anyone can be sexually abused.

Signs of sexual abuse *may include:* Pre-occupation with sexual matters evident in words, fear of or withdrawal from relationships, unexplained bruising or itching – particularly around the inner thighs, genital, anal or breast areas, substance or alcohol abuse.

Neglect

Neglect is the persistent failure to meet basic physical and psychological needs, likely to result in the serious impairment of health or development. It may involve a parent or carer failing to provide adequate food, shelter or clothing, failing to protect from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of basic emotional needs. Self-neglect can include inadequate heating or lighting within the home, inappropriate clothing for the weather and malnutrition.

Signs of neglect *may include:* Looking ill-cared for and unhappy, being withdrawn or aggressive, lingering injuries or health problems.

Financial

Everybody has the right to the money and property that is legally theirs. Financial abuse is the theft, misuse or other misappropriation of money, credit cards, personal possessions, or any other financial resources to the advantage of another person. This might include theft of money or possessions, fraud or using another's funds to purchase gifts for others.

Signs of Financial Abuse *may include:* Unexplained or sudden inability to pay bills, discrepancy between assets and living conditions, reluctance to spend money or loss of possessions.

Discriminatory

Discriminatory abuse includes any form of abuse that is based on discrimination against the "protected characteristics" of: age, disability, gender reassignment, marital status, pregnancy and maternity, race, religion or belief, sex and sexual orientation. This might include harassment or name calling, negativity about other races or cultures, refusing to recognise someone's religious beliefs or forcing women to engage in low status activities.

Signs of Discriminatory Abuse *may include:* Negative self-image, self-injury, depressions, mood swings, fear of certain people or places, reluctance to engage in certain activities.

Institutional

Institutional abuse is when a service user becomes accustomed to, and accepts, a regime, customs and methods within a care setting and through force, persuasion, neglect or otherwise is denied the right to express their own needs, choices or desires. This might include rigidly imposed routines, no individual programmes of care, a general lack of privacy, wishes and choices being ignored or poor states of personal hygiene.

Signs of Institutional Abuse *may include:* Lack of decision making, few or no personal possessions, poor mental or physical health, weight loss, lack of independence, being withdrawn or subdued, rocking, or repetitive actions or self-injury.

Self-neglect

Although this particular form of abuse is inflicted on the victim by themselves, it is nonetheless a form of abuse in which a person does not take sufficient care of themselves and does not seem interested in doing so. This may take the form of poor hygiene, health or living conditions.

Signs of Self-neglect Abuse *may include:* Evidence of hoarding, pests in the residence (mice, cockroaches, rats) or a lack of cleanliness and hygiene.

Domestic Abuse

An incident, or pattern of incidents of controlling, coercive, threatening, degrading and violent behaviour, including sexual violence, in the majority of cases by a partner or ex-partner, but also by a family member or carer. It can include coercive control (a pattern of degradation, isolation and control with the use, or threat of, violence or sexual violence), psychological or emotional abuse, physical or sexual abuse, financial or economic abuse, harassment or stalking or online / digital abuse.

Signs of Domestic Abuse *may include:* Partner or family member behaves in a controlling manner, refusal to be seen alone or visits to the person's place of residence are discouraged by the partner / family member in question.

Modern Slavery

Modern Slavery is an overarching term for activities involved when one person obtains or holds another person in compelled service. A person is in slavery if they are forced to work through mental or physical threat, that they are owned or controlled by an “employer”, usually through mental or physical abuse or threat of abuse, dehumanised, treated as a commodity or bought and sold as “property” or are physically constrained or have restrictions placed on their freedom.

Signs of Modern Slavery *may include:* The person has “friends” who seem unlikely, is too compliant, has no social life, friends or money, always seems exhausted or has unusual eating and/or sleeping arrangements.

Bullying

Whilst not generally specified as a form of abuse in its own right, bullying may include a number of elements of different kinds of abuse in its execution.

Bullying is not always easy to define; it can take many forms and is usually repeated over a period of time. The three types are:

- physical (e.g. hitting, kicking, theft),
- verbal (e.g. racism or homophobic remarks, threats, name calling) and
- emotional (e.g. isolating an individual from activities).

Bullying *will include:*

- Deliberate hostility and aggression towards a victim
- A victim who is weaker and less powerful than the bully or bullies
- An outcome which is always painful and distressing for the victim.

Bullying *may include:*

- Other forms of violence
- Sarcasm, spreading rumours, persistent teasing
- Tormenting, ridiculing, humiliation
- Racial taunts, graffiti, gestures
- Unwanted physical contact or abusive or offensive comments of a sexual nature.

Emotional and verbal bullying is more common than physical violence, it can also be difficult to cope with or prove.

Bullying can result in a vulnerable person becoming isolated. These particular people could then become an easy target for adult abusers. Concerns about bullying should be dealt with in the same way as concerns about abuse.

What to do if a vulnerable adult discloses harm to you:

Receive

- Listen
- If you are shocked by what they are saying, try not to show it
- Take what they say seriously.
- Accept what they say.
- DO NOT ask for (other) information.

Reassure

- Stay calm and reassure them that they have done the right thing in talking to you.
- Be honest with the person; do not make promises you can't keep.
- Do not promise confidentiality – you have a duty to refer the person at risk.
- Acknowledge how hard it must have been for them to tell you what happened.

React

- React only as far as is necessary for you to establish whether or not you need to refer this matter, but do not interrogate them for details.
- Do not ask leading questions.
- Explain what you have to do next and to whom you have to talk.
- Explain and if possible, seek agreement that you will have to discuss the situation with someone else and will do so on a 'need to know' basis.

Record

- Make some brief notes at the time and write them up more fully as soon as possible – use the Record of Concerns Template attached
- Take care to record timing, setting and personnel as well as what was said.
- Be objective in your recording – include statements and observable things rather than your interpretations or assumptions.

Act Now

- Discuss the matter with the Child and Vulnerable Person Protection representative immediately.

Record of Concerns Template

- 1 Name of Vulnerable Person
- 2 Address
- 3 Telephone
- 4 Carer details
- 5 What is said to have happened or what was seen?
- 6 When and where did it occur?
- 7 Who else, if anyone, was involved and how?
- 8 What was said by those involved – questions, answers etc.?
- 9 Where there any obvious signs e.g. bruising, bleeding, changed behaviour?
- 10 Was the person able to say what happened, if so, how did they describe it?
- 11 Who has been told about it and when?
- 12 Do carers / case-worker know?

Signature: _

Date:

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