



PALS Society Vulnerable Adult Safeguarding Policy

August 29th 2017

Scope

PALS Society aims to provide services to customers as part of the development of our beneficiaries. Undoubtedly some of these customers will be vulnerable adults and we have a duty to safeguard their interests whilst engaging with us.

This policy applies to all staff, including senior managers and the board of trustees, paid staff, volunteers and seasonal workers, agency staff, students or anyone working on behalf of PALS Society. The policy also applies to any of our beneficiaries if they engage with vulnerable adults.

Purpose

This document lays out the policy background to PALS Society meeting our obligation to ensure that all people who access our service can do so in a happy, safe and secure environment.

Through our Computing Confidence program, PALS Society aims to work with and help people who struggle with computers and IT. Often these will be older people, and may be vulnerable if they don't have others to turn to in order to help with computing issues or access.

Legal framework

This policy has been drawn up on the basis of law and guidance that seeks to protect vulnerable adults, namely:

- Care Act 2014
- Human Rights Act 1998
- The Mental Capacity Act 2005 and Public Interest Disclosure Act 1998
- Data Protection Act 1998
- Freedom of Information Act 2000

- Safeguarding Vulnerable Groups Act 2006
- Deprivation of Liberty Safeguards, Code of Practice 2008

A vulnerable adult is:

'A person (over 18) who is or may be in need of community care services by reason of mental or other disability*, age or illness

OR

Who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.'

* Disability includes sensory impairment, physical impairment, learning difficulties etc.

Abuse is defined in six categories:

1. physical abuse, including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions
2. sexual abuse, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting;
3. psychological abuse, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;
4. financial or material abuse, including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;
5. neglect and acts of omission, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating; and
6. discriminatory abuse, including racist, sexist, that based on a person's disability, and other forms of harassment, slurs or similar treatment.

Related Policies

This policy should be read alongside our policies and procedures on:

- Recruitment, induction and training
- Role of the designated safeguarding officer
- Dealing with disclosures and concerns about a vulnerable adult
- Managing allegations against staff, volunteers and our beneficiaries

- Recording and information sharing
- Code of conduct for staff and volunteers
- Safer recruitment
- E—safety
- Anti—bullying
- Complaints
- Whistleblowing
- Health and safety
- Training, supervision and support
- Lone working policy and procedure
- Quality assurance

We recognise that:

- the welfare of a vulnerable adult is paramount, as enshrined in the Care Act 2014
- all adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse
- vulnerable adults who engage with PALS Society's services have a right to be treated with respect and dignity and to suffer no abuse as we fulfil our aim to help them to become more confident and independent in their use of Information Technology

We will seek to keep vulnerable adults safe by:

- valuing them, listening to and respecting them
- appointing a Designated Safeguarding Officer (DSO), a deputy and a lead board member for safeguarding who will receive regular training on safeguarding matters and who retain overall responsibility for safeguarding policy and procedures
- adopting safeguarding practices through procedures and a code of conduct for staff and volunteers
- developing and implementing an effective e-safety policy and related procedures
- providing effective management for staff and volunteers through supervision, support, training and quality assurance measures
- providing oversight of our beneficiaries as they work with vulnerable adults or provide them with services or advice
- recruiting staff and volunteers safely, ensuring all necessary checks are made
- recording and storing information professionally and securely, and

- sharing information about safeguarding and good practice with our beneficiaries, their families, staff and volunteers via leaflets, posters, and one to one discussions
- using our procedures to manage any allegations against staff, volunteers or our beneficiaries appropriately creating and maintaining an anti-abuse environment and ensuring that we have a policy and procedure to help us deal effectively with any abuse that does arise
- ensuring that we have effective complaints and whistleblowing measures in place ensuring that we provide a safe physical environment for our beneficiaries, staff and volunteers,
- by applying health and safety measures in accordance with the law and regulatory guidance

Contact details

Designated Safeguarding Officer (DSO) and senior board lead for safeguarding

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We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: August 29th 2017

Signed:



Neil Armitage