

Safeguarding Vulnerable Adults Policy

AIM: These policies set out our commitment to safeguarding and promoting the welfare of all vulnerable adults. At The Launchpad Collective we are driving change for refugees by connecting their skills and talents with employers. We want all refugees to feel safe and secure, and by following the procedures within the policy we will uphold our legal duty to safeguard.

Additionally, volunteers themselves may experience challenges working with vulnerable clients. This could be because of inappropriate demands being placed upon them by clients (innocently or otherwise) or simply from exposure to the distressing experiences of some clients, whether in the past or currently.

ETHOS: The Launchpad Collective fully recognises our responsibility to protect our clients and our staff and volunteers from harm. We are committed to supporting, resourcing and training those who work with vulnerable adults and providing regular supervision and wellbeing support. All staff and volunteers will be trained to respond to a disclosure and will know the procedure to follow. We will provide the individuals involved with the key information about our safeguarding policy.

1. Name and contact details of the Line Managers and Designated Safeguarding Lead and Second Lead

Volunteers [and some paid for staff] who have safeguarding concerns about a vulnerable adult they are working with should contact: (in order)

Their line manager:

- Rabab (Work Ready English) wearetlcwelcome@gmail.com
- Mariam (Tailored Support) tlcmariam@gmail.com
- Daria (Self Employment/ Start your own Business) wearetlcdaria@gmail.com

OR if the case is urgent and the line manager is not available they should contact, our TLC's Second Lead on Safeguarding Khrystyna Khryptek launchpadbrighton@gmail.com

Our Safeguarding Lead is Nora Mzaoui mzaoui@yahoo.com or one of the co founders Summerly Devito summerly@wearetlc.org.uk or Jane Lancashire jane@wearetlc.org.uk (in genuinely urgent and serious cases only).

We operate on the basis that emails are not necessarily secure, so we do not share sensitive information by email. Medical information, addresses, date of birth, and all other identifying information must be avoided. Read more in the Confidentiality & Privacy Policy

2. Roles and Responsibilities

- Safeguarding concerns will be reported to our Safeguarding Lead, Nora Mzaoui mzaoui@yahoo.com.
- Khrystyna Khryptek, our Volunteer Coordinator launchpadbrighton@gmail.com will ensure our policies are reviewed yearly and updated when changes happen.
- Khrystyna Khryptek will ensure that staff and volunteers are aware of all our policies.
- Khrystyna Khryptek will ensure that staff and volunteers have received appropriate safeguarding information during induction as well as safeguarding training. Changes to safeguarding will also be shared by Khrystyna

The Role We Play:

- TLC seeks to serve the needs of vulnerable adults. In doing so TLC takes seriously the welfare of all vulnerable adults who are involved in its activities. Sensitivity is required to avoid re-triggering past traumas e.g., through unnecessary personal questions.
- We aim to ensure that they are welcomed into a safe, caring environment with a happy and friendly atmosphere, whether online (see Online Safeguarding Policy for further details) or in a physical meeting space.
- We recognise that it is the responsibility of each one of its volunteers or project coordinators, to prevent the neglect and abuse of vulnerable adults and to report any abuse discovered or suspected.
- We recognise our responsibility to implement, maintain and regularly review procedures, which are designed to prevent and to be alert to such abuse.

We should:

- Be alert to potential indicators of abuse or neglect.
- Be alert to the risks which individual abusers, or potential abusers, may pose to vulnerable adults.
- Share and help to analyse information so that an assessment can be made of the individual's needs and circumstances.
- Contribute to whatever actions are needed to safeguard and promote the individual's welfare.

Key Safeguarding Responsibilities:

Relating to staff:

- The content of each activity created for the clients should be appropriate for, and sensitive to the participants' backgrounds.
- Ensure that only the intended participants are present by, for example; including a password on Zoom calls.
- The host of meetings should mute and remove people in case of an incident where an individual behaves inappropriately or causes disruption.
- Participant's personal information, for example their email address or phone number, must not be visible to others accessing the content.
- Enough staff should be present to support the event.
- Risk assessments will be carried out whenever necessary.

Relating to everyone:

- Clients and volunteers/ staff should not take screenshots/ photos or recordings of individuals without their permission, nor should they share these with others unless there is consent.
- Both clients and staff should know how to contact our Volunteer Coordinator: Khrystyna or the host if they see or hear anything upsetting or inappropriate.
- Attendees should know they are welcome to have their camera turned off if they don't feel comfortable with it on.
- Attendees should be reminded that TLC promotes a safe, friendly, caring, respectful and tolerant environment, listening attentively, allowing others to speak, and respecting other opinions to avoid conflict is important.
- Attendees may also take advantage of online features such as the 'raise hand' option on Zoom to help aid a smoother discussion and ensure those who want to speak are given the opportunity.
- If at any time, attendees feel unsafe or uncomfortable they can privately message the host of the event or leave the session.

Relating to the safety of our staff and the individuals who we work with by:

- Ensuring the implementation of clear policies to this end (including safeguarding, confidentiality, health and safety, ED&I and whistleblowing); and regularly reminding our staff of these policies
- Ensuring our staff know and follow the policies wholeheartedly.
- Emphasising the importance of safety, mutual understanding, respect and genuine care for everyone involved so individuals feel comfortable to share concerns.
- Ensuring individuals know who to contact/ what to do when they are at risk or suspect another individual may be at risk.
- Supporting, resourcing and training those who work with vulnerable adults and to provide supervision.
- Ensuring that all volunteers are aware of this policy and know how to report concerns about any vulnerable adult accessing our services.
- Ensuring staff appreciate that abuse of any type will not be tolerated. Any staff reporting abuse by other staff members will be taken seriously and the grievances will be thoroughly investigated.

3. Procedure for handling a disclosure:

What to do as a volunteer if you hear distressing information:

- Allow the individual to talk and express how they feel.
- Listen sympathetically and be supportive, whilst limiting what you say as this will allow them to share their experiences.
- Do not ask any leading questions, interrogate or put ideas in the vulnerable adult's head, or jump to conclusions.
- Offer a befitting / appropriate response to the individual's needs and circumstances, for example "I'm so sorry to hear this", and maybe ask if there's anything you can do to help.
- If the individual is very upset, consider ending the session or taking a break if you are concerned, make sure to let your Department Lead or Khrystyna Khryptek our Safeguarding Deputy know and if it is an emergency where the individual is in immediate danger, call 999.
- Never promise confidentiality, explain that information may be passed on, it will only be done on a need to know basis and it is to help keep them safe.
- Record what was said immediately as close to what was said as possible. Also record what was happening immediately before the disclosure happened.
- Send any record by email with the relevant date of disclosure.

When there are concerns about the welfare of an adult, it should be brought to the attention of the Designated Safeguarding Lead, whose responsibility it is to:

- Monitor and record concerns
- Make referrals
- Liaise with other agencies
- Arrange training for all staff

Who to contact?

Volunteers who have concerns of any sort about their work with a client should first contact their line manager:

- Rabab (Work Ready English) wearetlcwelcome@gmail.com
- Mariam (Tailored Support) tlcmariam@gmail.com
- Daria (Self Employment/ Start your own Business) wearetlcdaria@gmail.com

OR if the case is urgent and the line manager is not available they should contact, our TLC's Second Lead on Safeguarding Khrystyna Khryptek launchpadbrighton@gmail.com

Our Safeguarding Lead is Nora Mzaoui mzaoui@yahoo.com or Summerly Devito or Jane Lancashire – cofounders (in genuinely urgent and serious cases only).

Who may be at risk of abuse or neglect?

Safeguarding is everyone's responsibility:

The Care Act 2014 defines Safeguarding as protecting an adult's right to live in safety, free from abuse and neglect. Safeguarding involves people and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

A Vulnerable Adult is anyone over the age of 18 and can be defined as someone who is suffering, or at risk of suffering significant harm by abuse or neglect of their needs.

Refugees might be particularly vulnerable due to health needs associated with their experiences of migration and due to potential risks of social exclusion. They may be socially isolated, unsure of the UK protocols and norms, fearful of authority and therefore more likely to acquiesce or be submissive as a result. This increases their risk of abuse and manipulation, therefore making them a potential target for exploitation.

They may also lack appropriate levels of English to communicate their needs clearly. As a consequence, they may find it difficult to protect themselves from abuse.

4. Types of Abuse

Types of Harm and Risk (from gov.uk)

- Sexual harassment, abuse and exploitation
- Criminal exploitation
- A charity's culture, which may allow poor behaviour and poor accountability
- People abusing a position of trust they hold within a charity
- Bullying or harassment
- Health and safety
- Commercial exploitation
- Cyber abuse
- Discrimination on any of the grounds in the Equality Act 2010.
- People targeting your charity
- Data breaches, including those under General Data Protection Regulations (GDPR)
- Negligent treatment
- Domestic abuse
- Self-neglect
- Physical or emotional abuse
- Extremism and radicalisation
- Forced marriage
- Modern slavery
- Human trafficking
- Female genital mutilation

TLC is committed to ensuring that all staff and volunteers are sufficiently vigilant about safeguarding adult concerns and knowing about different types of abuse and neglect and their signs.

5. Managing Allegations

Our aim is to provide a safe and supportive environment which secures the wellbeing and very best outcomes for those who take part in our services. We do recognise that sometimes the behaviour of staff or volunteers may lead to an allegation of abuse being made.

Allegations sometimes arise from a different understanding of the same event, but when they occur, they are distressing and difficult for all concerned. We also recognise that many allegations are genuine and there are some individuals who deliberately seek to harm or abuse others.

An allegation may relate to a person who works/ volunteers with vulnerable adults and who has:

- Behaved in a way that has harmed the vulnerable adult, and/or
- Possibly committed a criminal offence against or related to a vulnerable adult and/or

- Behaved towards a vulnerable adult in a way that indicates they may pose a risk of harm to the vulnerable adult, and/or
- Behaved or may have behaved in a way that indicates they may not be suitable to work with vulnerable adults.

We will take all possible steps to safeguard our vulnerable adults and to ensure that the staff/ volunteers at The Launchpad Collective are safe to work with our clients. When concerns arise, we will always ensure that the safeguarding actions outlined in the local protocol and procedures are adhered to and will seek appropriate advice.

If an allegation is made or information is received about any staff or volunteer which indicates that they may be unsuitable to work / volunteer with our clients, the member of staff receiving the information will inform the Cofounders immediately.

Should an allegation be made against the Cofounders, this will be reported to Nora Mzaoui mzaoui@yahoo.com. In the event that she is not contactable on that day, the information must be passed to and dealt with by our Treasurer Tony Sims tonsims@gmail.com

If an allegation has been made about a staff member or volunteer, then our organisation has the legal duty to make a barring referral if the following conditions are met:

Condition 1: you withdraw permission for a person to engage in regulated activity with vulnerable adults (e.g. dismissed, retired, been made redundant)

Condition 2: You think the person has carried out one of the following:

- Engaged in an action or inaction that has harmed a vulnerable adult or put them at risk of harm or;
- Received a caution for or been convicted for a relevant offence.

More information on Barring Referrals can be found online:

<https://www.gov.uk/guidance/making-barring-referrals-to-the-dbs>

Paul Gurowich pmguro5@gmail.com will complete a Barring Referral which can be completed online: <https://www.submit-a-barring-referral.service.gov.uk/start>.

Read more in our Whistle-Blowing Policy

6. Records and confidentiality

Our organisation cannot guarantee confidentiality if there is a vulnerable adult safeguarding concern, as we will need to share these concerns with Nora Mzaoui mzaoui@yahoo.com

It is an expectation that our organisation will seek consent to share information first unless to do so would place someone at risk of harm or undermine a criminal investigation.

In certain circumstances staff may have access to confidential information about individuals in order to undertake their responsibilities. In some circumstances they may be given sensitive or private information.

TLC will ensure that staff are aware that confidential or personal information should never be used for their own or others' advantage (including that of partners, friends, relatives or other organisations). Information must never be used to intimidate, humiliate or embarrass the individual.

If any member of staff is in doubt about whether to share information or keep it confidential when it is a Safeguarding concern, then they should seek advice from their line manager.

Read more in the Confidentiality & Privacy Policy

Volunteers and Staff Code of Conduct

The Code of Conduct guides staff and volunteers with their interactions with clients. These guidelines are intended to assist in establishing appropriate boundaries for the volunteer when supporting the client. These guidelines, which may appear restrictive, are an important safeguard for volunteers in their work.

Inappropriate behaviour covered by these guidelines include client requests for financial or material assistance, being contacted outside agreed times and being asked for support in non-employment related matters.

Training will be provided for all volunteers on maintaining appropriate boundaries in their work by TLC. Details are provided to each volunteer within their handbook.

Volunteers with concerns about the behaviour of their clients should contact their line manager whose contact details are on Page 1.

Online Safety

Online Safety includes the use of photography and video, the internet and social media sites and mobile phones

The general safeguarding policy refers to in-person contact to protect all staff, volunteers and clients. This online policy is an extension of that to increase safety and protection in online settings, particularly for those vulnerable individuals who we may be working with.

The activities TLC runs extend to online and virtual meetings platforms such as Zoom. It is important that safeguarding measures are outlined for those online interactions.

Read more in the Safeguarding Online Policy

