

Introduction

The characteristics of adult abuse can take a number of forms and cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Victims may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries.

One worry is that a safeguarding intervention may take away an individual's personal agency over their lives. Safeguarding policies should be built on empowerment – empowering people to keep themselves safe.

There may be some situations where victims are unaware that they are being abused or have difficulty in communicating this information to others.

Aim of Policy

The aim of this policy is to ensure the safety of vulnerable adults participating in Inside Out programmes by outlining clear procedures and ensuring that all staff (trustees, programme leader/lead artist, project leaders, workshop leaders & volunteers) are aware of their responsibilities. There can be no excuse for not taking reasonable action to prevent abuse or for not responding appropriately should incidents of abuse arise; abuse and fear of abuse may impact significantly on wellbeing and mental health.

All citizens of the UK have their rights enshrined within the human rights act of 1998 and this policy aims to safeguard those rights against violation.

This policy is informed by *No Secrets* (2000) the Department of Health (DH) Guidance on policies and procedures to protect vulnerable adults; and the review of this guidance *No Secrets* (2009). The policy is also mindful of the Safeguarding Vulnerable Groups Act (2006) and adheres to the ISA vetting and barring scheme.

Definition

A vulnerable adult is defined as a person aged 18 years or over in need of community care as a result of mental ill-health, or other disability, age or illness, who may be unable to protect themselves from significant harm or exploitation.

This **may** include a person who:

- Is elderly and frail
- Has a mental illness
- Has a physical or sensory disability

- Has a learning disability
- Has a severe or chronic physical illness
- Is a substance misuser
- Is homeless

What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse can take a number of forms:

- a) Physical abuse e.g. hitting, pushing, shaking, inappropriate restraint, neglect or abandonment.
- b) Sexual abuse e.g. involvement in any sexual activity against his/her will, exposure to pornography, voyeurism and exhibitionism, inappropriate sexualised contact or talk.
- c) Emotional/psychological abuse e.g. intimidation, bullying, or humiliation
- d) Financial or material exploitation e.g. theft or exerting pressure to hand over money or goods.
- e) Discriminatory abuse e.g. racial, sexual or religious.
- f) Personal exploitation e.g. involves denying an individual his/her rights or forcing him/her to do things that are against his/her will
- g) Acts of neglect or omission e.g. failure to provide for medical or care needs or access to such care. Withholding the basic necessities of life such as adequate heating and nutrition
- h) Institutional abuse e.g. may occur repeatedly within services and may be reflected in preventing an individual giving his/her thoughts and opinions or making known their needs; or failure to ensure privacy or dignity is respected.

Abusers

Abusers can be anyone: relatives, friends, professional staff, other participants/service users, employers, neighbours, volunteers, or strangers.

The abused may sometimes become the abuser.

Inside Out's Safeguarding Policy

Inside Out will

- Ensure all staff (trustees, programme director, project leaders, workshops leaders and volunteers) working with participants/members have been subject to a CRB check and thereafter checked every three years.
- Ensure safeguarding policies and procedures are available to all staff and volunteers.
- Create opportunities for training and updating for staff and volunteers in safeguarding vulnerable adults
- Promote a culture of safety, warm acceptance and respect, in which diversity is valued, within the service Inside Out provides
- Ensure that all participants are aware of Inside Outs 'no toleration' policy towards abusive or violent behaviour, being intoxicated, or the consumption of illicit substances or alcohol during Inside Out sessions.
- Regularly review the safeguarding policy to ensure it is up-to date and compliant with legislation
- Have in place clear procedures for reporting abuse.

Inside Out Staff

(Staff includes: trustees; programme leader/lead artist; project leaders; workshop leaders and volunteers)

- Agree to CRB checks being carried out before commencing work for Inside Out and every three years thereafter
- Make themselves familiar with Inside Out's safeguarding vulnerable adults policy
- Engage in safeguarding vulnerable adults training
- Deal sensitively and appropriately with abusive behaviour should it occur within an Inside Out session (see guidelines for minimising risk)
- Respond supportively to indications of increased vulnerability in participant/members (see guidelines for minimising risk).
- Listen to and take seriously reports of abuse by participants/members, whether occurring within or outside the context of Inside Out

- Discuss with victims who report abuse occurring outside of the service provided by Inside Out, their need for advocacy, and offer support in contacting the appropriate agency.
- Follow Inside Out's reporting procedure should any observed or reported abuses occur involving other participants/members, staff, or volunteers.
- Report abuse as soon as possible on a need to know basis even if abuse is reported confidentially (see below)
- Staff members or volunteers who are themselves subject to abuse by a participant/member, or colleague, should report the incident as soon as possible (See guidelines for safeguarding staff)

Reporting Procedures

If an allegation of abuse is made by a participant /member or if abuse is observed by a trustee, workshop leader, volunteer then they should take any appropriate immediate action needed; inform the programme director or chairman as soon as possible; and complete an incident form.

Having discussed the incident the programme director or chairman will take or recommend any further appropriate action.

The workshop leader or volunteer should make a written record of any allegation or suspicion of abuse on the appropriate form and discuss the situation with the chairperson (see incident form below).

If a trustee, workshop leader or volunteer has been told about an incident of abuse in confidence by a member/participant, they should attempt to gain the consent of the member to refer it to an appropriate agency or support them in making a self referral.

However, the gaining of the consent is not essential in order for information to be passed on. Consideration needs to be given to:

1. The scale of the abuse
2. The risk of harm
3. The capacity of the member to understand the issues of abuse and consent

If there is any doubt about whether or not to report an issue to Safeguarding Services (Suffolk County Council) then it should be reported.

In emergency situations (e.g. where there is the risk or occurrence of physical injury), where immediate action is needed to safeguard the health or safety of the individual or anyone else who may be at risk, the emergency services and safeguarding services must be contacted.

Where a crime is taking place, has just occurred or is suspected, the police must be contacted immediately.

Responsibilities

All members of staff have a responsibility to be aware of this policy and have a duty of care under common to law to act with due diligence, doing all that could be considered '*reasonable*' in response to reports or suspicions of abuse.

Inside Out Community has a legal obligation to protect vulnerable adults from people who have committed serious offences. Applicants who are offered paid or volunteer posts and work directly with members/participants will be subject to a criminal record check by the Criminal Records Bureau/ Independent Safeguarding Authority, before the appointment is confirmed. This will include details of caution, reprimands or final warnings, as well as convictions, including "spent" convictions and where the post is subject to Enhanced Disclosure, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

We require all members of staff, committee members, workshop leaders and volunteers to hold a satisfactory CRB certificate not more than 3 years old.

Suffolk County Council Safeguarding team can be contacted through Customer First 0808 800 4005

Adopted by Inside Out Community board of Trustees

Date:

Signed:

Inside Out Community Incident Report Form

Name:

Course/workshop

Address:

Telephone:

Briefly describe what happened (include times and dates):

Names and contact numbers of witnesses:

Name of person completing form:

Date:

Name of person responsible for further action:

Position:

Date:

Action taken:

**This form should be forwarded to the Programme Director or Chairman
as soon as possible after the incident**

Minimising Risk to Participants Policy

Inside Out is explicit about its provision of an arts and wellbeing service for people recovering from, or living with mental ill health. Some of Inside Outs participants would be categorised as vulnerable adults and a few by the nature and severity of their disabilities might be considered to have limited capacity. It is therefore important that all reasonable care should be taken to minimise any risk to participants attending Inside Out sessions.

Responsibilities of the organisation and staff:

(The term 'staff' applies to trustees, programme leader/lead artist, project leaders, workshop leaders, and volunteers)

- All staff should make themselves aware of the guidance set out in this policy
- Ensure that the venue/building in which the workshop is taking place is safe, appropriate for use, and complies with Health and Safety requirements (See Health and Safety policy).
- Ensure participants arriving and leaving the building can access the workshop room safely particularly if there are mobility problems (see Health and Safety policy)
- Require new participants with severe mental health disabilities, or those subject acute distress/dysfunction, or who exhibit problematic behaviour to attend accompanied by a support worker or other mental health professional (at least initially).
- If a participant's behaviour is disruptive, lacking social awareness and is difficult for the group to tolerate and contain, the individual should be asked as calmly and sensitively as possible not to attend future workshops until a reasonable degree of self control returns. An incident form should be completed.
- If an individual continues to attend despite being asked not to and their difficult behaviour persists, the matter should be referred to the programme director or chairman who will contact or meet with the participant and take appropriate action. An incident form should be completed.
- If participants attend a workshop in a heightened state of vulnerability and distress, staff should offer what additional support they can during the session (should the participant stay) and ensure as far as possible that they return home safely and have continuing support available to them. An incident form should be completed.

Policy – Safeguarding Vulnerable Adults

- If there are serious immediate concerns about the mental health and safety of an individual attending an Inside Out workshop, staff should offer advocacy and support in contacting appropriate health services or mental health agencies. An incident form should be filled in and the incident discussed as soon as possible with the programme director or chairman
- Should an individual refuse help offered and serious immediate concerns about their safety remain then staff should contact the appropriate emergency services; mental health agency; or health services. The incident should be reported to the Programme Director or Chairman as soon as possible and an incident form completed.
- Staff should always be willing to listen empathetically and respond supportively to participants needing to discuss their mental health issues, keeping in mind that the main focus of Inside Out groups is to enable participants to engage in the creative process.
- Staff should not offer advice or counselling on issues related to a participants mental ill-health e.g. medication, diagnosis, care/treatment plan. If these are pressing issues staff can support participants in seeking help from relevant services.
- Participants wishing to make a formal complaint (or compliment) about Inside Out or any of its staff should be advised to contact the Programme Director or Chairman by letter or e-mail who will see them within 7 days of receiving the complaint and will subsequently notify the complainant of any action taken. If the outcome remains unsatisfactory for the complainant they may pursue their complaint further through the board of trustees.
- Wherever possible Inside Out sessions should be facilitated by at least two staff (including the lead artist) one of whom should have some training/experience in mental health work
- Inside Out will provide opportunities for staff who directly engage with participants to receive an appropriate level of training in mental health support.
- Inside Out will provide opportunities for staff who directly engage with participants to receive an appropriate level of supervision and support for the work they do.
- This policy will be subject to regular review and updating.

Adopted by the Inside Out Community Board of Trustees

Date:

Signed:

Minimisation of Risk to Staff Policy

Inside Outs chosen approach is to work from a position of limited knowledge about participant's mental health history at the point of engagement. We wish to engage with people as individuals, with their strengths and qualities, with their innate creativity; we wish to engage with the functional as much as the dysfunctional aspects of their lives. They are people who have self referred because they are searching for something that will help them to 'live better' or 'live well'. We are in the true sense a mental health service that uses the therapeutic arts to help people achieve their goal. Over time we may get to know something of the many psychological and social challenges our participants face and occasionally those challenges involve the containment or self -management of difficult behaviour; behaviour that can in some circumstances be challenging to others and /or put others (and themselves) at risk.

Responsibilities of the organisation and staff:

(The term 'staff' applies to trustees, programme leader/lead artist, project leader, workshops leaders, and volunteers)

- All staff should be aware of the guidance contained within this policy
- All participants should be aware of Inside Outs no toleration of abuse policy (see Safeguarding Vulnerable Adults policy)
- All participants should be aware of the no toleration policy towards intoxicated behaviour or the use of alcohol or illicit drugs whilst attending a workshop.
- Any participant behaving in an abusive or threatening way towards staff (or others) can be asked as calmly and sensitively as possible to leave the session. An incident form should be filled in.
- Every effort should be made to defuse/de-escalate any incipient aggression. If that doesn't work then the safety of self and others must be the prime concern and help should be sought.
- Individuals who behave inappropriately towards staff (or others) in the workshop session will be contacted and /or seen by programme leader or chairman and interviewed before they are allowed to return
- Participants who wish to make a complaint (or compliment) about Inside Out or any of its staff should be advised to contact the Programme Leader or Chairman in writing who will see them within 7 days of receiving the complaint and take appropriate action. If the outcome remains unsatisfactory for the complainant they may pursue their complaint further through the board of trustees.

- Wherever possible there should be at least two people leading a workshop (including the workshop lead artist), one of whom should have some training/experience of mental health work.
- Inside Out will create training opportunities for staff who work directly with participants to develop their group and interpersonal skills and knowledge of mental ill health.
- Staff should not give personal information e.g. telephone number or address to participants members.
- If workshops are being held in an isolated room or venue, staff should wherever possible leave together.
- Staff should be judicious in their contact with participants outside of workshop sessions.
- Any difficult interpersonal issues arising between staff and a participant should always be brought to the attention of the programme leader or chairman.

Adopted by the Inside Out Community board of trustees

Date:

Signed: