



Voluntary and Community Action South Bedfordshire

Dunstable Town Council



Better Care

a resource pack for

voluntary organisations and community groups



working with vulnerable adults

Acknowledgments

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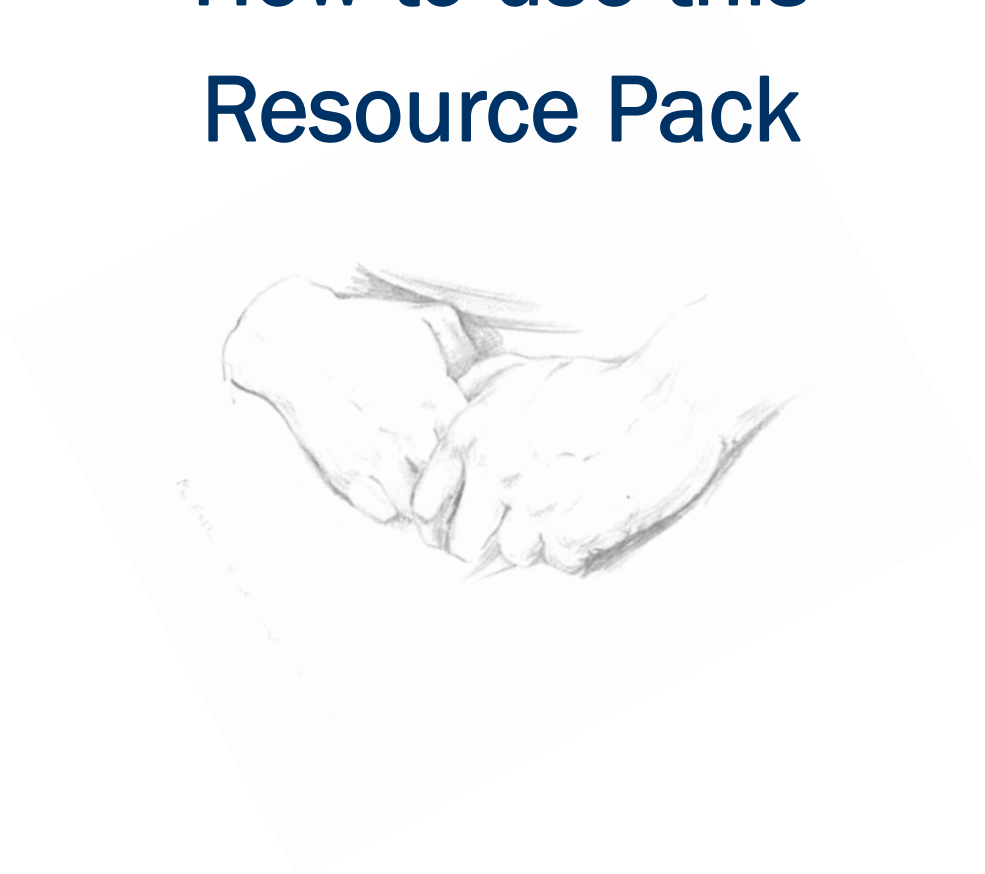
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Contents

	How to use this Resource Pack	5 - 8
	Definitions	9 - 12
	Vulnerable Adults Policy and Practice	13 - 16
Section 1	Selecting Staff and Volunteers	17
1.1	Selecting Staff and Volunteers	18 - 21
1.2	Recruitment Checklist	22 - 23
1.3	Model Volunteer Information Form	24 - 27
1.4	Checking Criminal Records	28 - 30
Section 2	Support and Training	31
2.1	Supervision and Support	32 - 33
2.2	Dealing with Difficult Situations	34 - 35
2.3	Model Code of Conduct	36 - 37
Section 3	Involving Members and Service Users	39
3.1	Bullying and Harassment	40 - 42
3.2	Providing Information to Members and Service Users	43 - 44
Section 4	Health and Safety	45
4.1	Key Areas to Cover in your Health and Safety Policy	46 - 49
4.2	Day Trips Checklist	50 - 52
4.3	Risk Assessment	53 - 54
4.4	Health and Safety Risk Assessment Record	55
4.5	Identifying Hazards Affecting Vulnerable Adults	56 - 57
Section 5	Raising Concerns	59
5.1	What to do if you have Concerns about a Vulnerable Adult	60 - 61
5.2	Model Guidelines for Raising Concerns	62
5.3	Model Guidelines for Reporting Concerns to Other Agencies	63
5.4	Model Incident Form	64 - 65
5.5	Data Protection and Sharing Sensitive Personal Information	66 - 67
	Useful Addresses	69 - 73

How to use this Resource Pack



How to use this Resource Pack

Background

For a long time the protection of vulnerable adults has been the poor relation of child protection. Thankfully, things are at last changing. The introduction of the POVA (Protection of Vulnerable Adults) list makes it illegal for people on the list to be employed by care homes or domiciliary care agencies. Councils are developing interagency protocols for the protection of vulnerable adults and the media have run a number of fly-on-the wall television programmes about conditions in care homes to raise the general public's awareness of the abuse of vulnerable adults.

The voluntary and community sector offers many services and activities to vulnerable adults across South Bedfordshire and awareness about the need to protect members/service users from different types of abuse is growing. This awareness is being driven by regulation and media coverage as mentioned but also by insurance companies and funders, asking voluntary organisations and community groups to put a Vulnerable Adults Policy in place.

Better Care has been produced to help voluntary organisations and community groups improve the level of care they give to their members and service users. It includes resources they can use to develop policies and practices that will help to protect the vulnerable adults they have contact with.

Who is this resource pack for?

Better Care has been produced specifically for voluntary organisations and community groups in South Bedfordshire that work with vulnerable adults. For a full definition of the phrase *vulnerable adult* see the Definitions section. Such organisations include those that work with members/service users:

- with sensory and/or physical disabilities
- with learning disabilities
- who are older
- with alcohol or drugs related issues
- with mental health issues

How to use this Resource Pack

What does the pack contain?

This pack contains a variety of resources to help organisations put in place practices that protect vulnerable adults. These include:

- model Vulnerable Adults Policy
- up-to-date information about good practice and legislation
- model guidelines for reporting concerns
- model forms for recruitment and reporting incidents
- checklists for recruitment and health and safety
- where to go for further information

Reference copies of the resources listed in this pack are available from the Information Officer at Voluntary and Community Action.

How to use the resource pack

Better Care includes materials to suit a wide variety of voluntary organisations and community groups that are either run by staff and/or volunteers. The key to using the pack is to be selective! Use only those sections that are relevant and useful to your organisation. A community group run by a small committee is likely to have a different type of policy and guidelines to a larger voluntary organisation with paid staff.

Better Care contains a model Vulnerable Adults Policy and good practice. You should go through this model and decide how you will adapt this policy to suit your particular organisation. Try to involve a number of people including committee members, staff, volunteers and members/ service users in the process. A range of differing views and perspectives can be very valuable!

Sections 1 to 5 contain resources that can be used to support the Vulnerable Adults Policy statements and practice set out in the model. These cover guidelines relating to:

- selecting staff and volunteers
- supervision and training
- involving members and service users
- health and safety
- raising concerns

How to use this Resource Pack

You may already have policies in place that cover these areas but the information in Sections 2-5 will help you make sure that your policies focus on the needs of vulnerable adults. You may also need to review and amend other policies, or build new policies on recruitment, supervision, health and safety, equal opportunities etc. In each case adapt and use the materials to suit your organisation.

It should be noted that this resource pack covers only good practice in relation to the care and protection of vulnerable adults and you should refer to other sources for information on wider issues relating to health and safety, employment and data protection.

Who should take responsibility?

There are a number of roles mentioned in this pack where individuals need to undertake specific responsibilities. In the model Vulnerable Adults Policy in Section 1 it is recommended that you select a person, known as the Responsible Person, to make sure that everyone in the organisation is aware of the policy and that it is being followed.

Section 4 covers Health and Safety and describes an Appointed Person who has responsibility for taking charge in an emergency and making sure accidents are properly recorded and followed up.

Finally, Section 5 on Raising Concerns mentions a Nominated Person who should be selected to report allegations of abuse and concerns about a vulnerable person to outside agencies. This person should take responsibility for the confidential and secure storage of incident records.

Further Information

To get help and advice on how to:

- use this resource pack to develop a Vulnerable Adults Policy
- adapt your existing policies to include guidelines covered in this pack
- get the information and publications covered in this pack

Contact:

Development Officers at [Voluntary and Community Action South Bedfordshire](#), telephone 01525 850559, email: development@action-southbeds.org.uk

Community Development Officer at [Dunstable Town Council](#), telephone: 01582 890611, email: helen.sygrove@dunstable.gov.uk

Definitions

Vulnerable Adult

A person who is or 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 or herself against significant harm or exploitation (consultation paper *Who Decides?* issued by the Lord Chancellor's Department, 1997).

This includes those who are elderly or have loss of vision or visual impairment, loss of hearing or hearing impairment, loss of speech or speech impairment, mobility difficulties, learning difficulties, mental illness, physical illness and those recovering from mental illness, physical illness or substance abuse.

Abuse

Abuse is a violation of an individual's human rights by any other person or persons (see Article 3 of the European Convention on Human Rights).

Abuse may consist of a single act or repeated acts. It may be physical, sexual, verbal or psychological; it may be an act of neglect or an omission to act or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Physical abuse

Any deliberate act to cause physical harm including hitting, slapping, pushing, kicking, misuse of medication, restraint or the use of inappropriate sanctions.

Sexual abuse

Includes rape and sexual assault, or sexual acts to which the vulnerable adult has not consented, or to which he or she could not consent or was pressured into consenting. Also the exposure to and observation of sexual acts without informed consent.

Psychological abuse

Includes 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.

Financial or material abuse

Includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Definitions

Neglect and acts of omission

Includes ignoring medical or physical care needs, failing to provide access to appropriate health or social care or educational services, the withholding of the necessities of life such as medication, nutrition and heating.

Discriminatory abuse

Includes racist, religious and sexist abuse; abuse based on a person's disability and other forms of harassment, slurs or similar treatment.

Institutional abuse

Mistreatment or abuse by a regime or the individuals within an institution.

Bullying

Offensive, intimidating, malicious or insulting behaviour. An abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

Harassment

Unwanted conduct affecting the dignity of a person. It may be related to age, sex, race, disability, religion, nationality or any personal characteristic of an individual. The conduct may be persistent or a one off event.

Capacity

An adult is presumed to have the capacity to make decisions for themselves and to be able to give or refuse consent unless it can be shown otherwise.

The Law Commission defines incapacity as:

A person is without capacity if, at the time, they are unable by reason of mental disability to make a decision on the matter in question; or unable to communicate a decision on the matter because he or she is unconscious or for any other reason.

Any other reason can include:

Not being able to understand the implication of what is being said due to: the type of language used or any other of the reasons which causes them to be defined as a vulnerable adult.

The inability to make a clear statement or negative indication for any of the reasons which causes them to be defined as a vulnerable adult.

Definitions

Regular contact	The term <i>regular contact</i> has its ordinary everyday meaning. Generally speaking, the term <i>regular contact</i> implies contact that has a constant or definite pattern, or which recurs at short time intervals or on several occasions during short periods of time such as a week.
Duty of Care	This refers to the legal responsibility upon all organisations to ensure the safety and well being of all persons as far as possible.
Responsible Person	This is the person within the organisation whose duty it is to make sure that everyone within the organisation is aware of the Vulnerable Adults Policy, Practice and Guidelines, and that they are being followed.
Nominated Person/ Deputy	This is the person or their deputy within the organisation who is responsible for dealing with: any concerns raised regarding vulnerable adults and their welfare, for reporting concerns to outside agencies or ensuring that they are properly handled within the organisation, and for keeping the relevant records in line with the Data Protection Act 1998.
Appointed Person/ Deputy	This is the person or their deputy within the organisation who must have basic first aid knowledge and is able to take charge in an emergency. They are responsible for maintaining the Accident Record Book and ensuring that the First Aid Kit has the relevant items within it based on the First Aid assessment.

Further Information

Multi-Agency Protocol for the Protection of Vulnerable Adults in Bedfordshire and Luton, Planning and Policy Development Unit, Bedfordshire County Council.

Protection of Vulnerable Adults Scheme in England and Wales for Care Homes and Domiciliary Care Agencies: A Practical Guide, Department of Health, July 2004. Available from www.doh.gov.uk.

Vulnerable Adults Policy and Practice



Vulnerable Adults Policy and Practice

Please adapt to suit your organisation

Statement of Intent

We, at (*insert name of organisation*), are committed to working in a way that protects vulnerable adults from harm. We accept our responsibilities to safeguard the well-being of all those with whom we work.

We will exercise our Duty of Care through raising awareness of situations that cause harm and will follow recommended practice to reduce risk to vulnerable adults.

We will appoint a named person, called the Responsible Person, who will make sure that everyone in the organisation is aware of this policy and set of guidelines and that they are followed.

The policy will be reviewed by the management committee every three years.

Statement 1 - Selecting Staff and Volunteers

We will follow carefully agreed procedures for the appointment of any committee members, staff or volunteers who will have regular contact with vulnerable adults.

Practice

- a. We will expect each person who has regular contact with vulnerable adults in the course of our organisation's activities to complete an application form or volunteer information form (*see Model Volunteer Information Form in Section 1.3*).
- b. We will interview each person to assess their suitability.
- c. We will request references from two people in positions of responsibility who have known the person for at least two years and who are not relatives.
- d. We will request a Criminal Records Bureau check for each person who is likely to have regular contact with vulnerable adults in the course of our organisation's activities.
- e. No person will be allowed to work alone with vulnerable adults until the Criminal Records Bureau check has been satisfactorily completed.
- f. We will review the role of all new committee members, staff and volunteers after an agreed trial period.

Vulnerable Adults Policy and Practice

Statement 2 - Support and Training

We will provide appropriate support, guidance and training for committee members, staff and volunteers.

Practice

- a. We will give all committee members, staff and volunteers clearly defined roles.
- b. We will give all committee members, staff and volunteers information and training as appropriate on the prevention of abuse of vulnerable adults.
- c. We will develop disciplinary and grievance procedures to deal with complaints and incidents involving committee members, staff and/or volunteers in connection with the treatment of vulnerable adults (*see Section 2.2*).
- d. We will develop a code of conduct for all our committee members, staff and volunteers (*see Model Code of Conduct in Section 2.3*).
- e. We will give guidance on how to deal with allegations and suspicions of abuse.
- f. We will make sure that all committee members, staff and volunteers receive regular support and supervision by a given person.

Statement 3 - Involving Members and Service Users

We will inform our members/service users and their relatives and carers of our policies and procedures regarding the protection of vulnerable adults. We will encourage member feedback on the activities we provide and how they can be improved.

Practice

- a. We will display and distribute our Anti-bullying and Harassment Policy to everyone (*see Section 3.1*).
- b. We will display and distribute information, which clearly states what abuse is; suitable help-lines and how the organisation will deal with concerns and allegations (*see Section 3.2*).
- c. We will inform everyone of whom they can talk to within the organisation if they have concerns or suspect that abuse is occurring (*see Sections 5.2 and 5.3*).
- d. We will develop a feedback system to collect and respond to comments and concerns about the activities and services we provide.
- e. We will involve members/service users in the development and review of our Vulnerable Adults Policy.

Vulnerable Adults Policy and Practice

Statement 4 – Health and Safety

We will put in place new, or revised, policies and guidelines to reduce the risk of vulnerable adults being placed in positions of harm.

Practice

- a. We will develop health and safety guidelines that cover all the key areas of our activities (*see Section 4.1*).
- b. We will undertake risk assessments for all activities involving vulnerable adults (*see Section 4.3*).
- c. We will make sure that all our activities are adequately staffed, supervised and insured. Any situations involving one-to-one working with a member/service user will be recorded and safe working practices followed.

Statement 5 – Raising Concerns

We will deal with concerns/allegations of abuse sensitively and quickly. Where appropriate we will share information about concerns with the relevant agencies and involve members/service users, relatives and carers.

Practice

- a. We will provide all committee members, staff and volunteers with guidelines on how to deal with the disclosure or discovery of abuse (*see Sections 5.1 and 5.2*).
- b. We will appoint a Nominated Person and Deputy to deal with notifying Social Services, the Commission for Social Care Inspection (CSCI) and/or the Police, as appropriate, of allegations or suspicions of abuse.
- c. The Nominated Person and Deputy will be responsible for maintaining incident records and keeping them in a secure place in accordance with Data Protection Regulations.
- d. We will only disclose information to the relevant agency on a need-to-know basis and, if possible, with the explicit consent of the vulnerable person concerned. Where possible confidentiality will be maintained.

Section 1

Selecting Staff and Volunteers



1.1 Selecting Staff and Volunteers

Introduction

A key way to increase safe working with vulnerable adults is to recruit staff and volunteers who have suitable skills, experience and attitudes. Staff and volunteers should be placed in positions that are appropriate to their roles within the organisation, know what is expected of them and be able to fulfil their duty to protect members/service users from abuse.

If you recruit staff and volunteers who are, themselves, vulnerable, you will need to make sure that they are fairly treated and do not experience harassment or abuse. You will still need to make sure that recruitment checks are in place to protect your members/service users.

These guidelines relate to Vulnerable Adults Policy Statement 1.

Selecting staff

The recruitment process for paid staff should be both formal and fair to meet equal opportunities and employment legislation. Your organisation will need to:

- produce a job description
- produce a person specification
- advertise the position
- provide an application form
- shortlist candidates for interview
- carry out interviews

At each of the above stages, protective steps can be included that will help to recruit trustworthy and skilled staff who will work safely with vulnerable adults. These steps are shown in the Recruitment Checklist (see Section 1.2) and have been adapted from the Home Office *Safe from Harm* Code of Practice.

The process for staff differs from that for volunteers to take account of their differing employment status and the checklist only covers those things that are important for the protection of vulnerable adults.

1.1 Selecting Staff and Volunteers

Staff who are vulnerable

It is against the law for all organisations employing one or more staff to discriminate against a person because of their disability. You will not be able to discriminate against a person with a disability:

- in the recruitment process
- in their terms and conditions of employment
- in their chances of promotion, transfer, training or other benefits
- by dismissing them unfairly
- by treating them less fairly than other workers
- by subjecting them to harassment

This means that all employers will need to make reasonable adjustments to workplaces and work practices so that a person with a disability is not disadvantaged in employment or in applying for work. Some examples of reasonable adjustments are:

- making adjustments to premises
- altering the person's working hours
- giving additional training
- getting special equipment or modifying existing equipment
- changing instructions or reference manuals
- providing additional supervision and/or support

Organisations may need to revise their recruitment and employment practices in the light of this legislation. The steps involved in the safe recruitment of staff, as detailed in the Recruitment Checklist (see Section 1.2), will still apply but may need modification according to the circumstances of the applicant. A detailed risk assessment should be carried out to identify potential hazards to the member of staff.

Selecting volunteers

Volunteers give of their time, skills and experience for free and no contract of service exists between the volunteer and the organisation. There are, therefore, few legal conditions placed on the recruitment process for volunteers. There is, however, recommended good practice that needs to be followed.

If you work with vulnerable adults, it is advisable to have a written procedure for recruiting volunteers that is informal but includes the steps for volunteers outlined in the Recruitment Checklist (see Section 1.2). Take time to explain to the volunteer why such a process is necessary and guide them through filling in the Volunteer Information Form (see model form in Section 1.3).

1.1 Selecting Staff and Volunteers

Don't be afraid to say *no* if the volunteer does not match the role description or has not got the personal skills or experience required. Be careful to act fairly in making your decision, be tactful and refer the person to Voluntary and Community Action South Bedfordshire, which may be able to help them find a more suitable volunteering position.

Volunteers who are vulnerable

If your members/service users become volunteers or you recruit volunteers who are vulnerable, follow the steps for volunteers in the Recruitment Checklist where appropriate (see Section 2.2). Allow enough time for finding out about the needs of the person and concentrate on the following:

- when carrying out a risk assessment think about the vulnerability of the volunteer. Consider what hazards they might encounter due to their vulnerability. Go through the hazards listed in Section 4.5 and think about other hazards connected with the activity as well;
- don't be afraid to say *no* if you feel the role is not suitable for the person but be prepared to give good reasons for your decision;
- make sure you find out about the health issues and other circumstances of the person;
- if possible, adapt the role outline to suit the needs of the volunteer and make sure your premises and work conditions are suitable;
- discuss with the volunteer, at their informal interview (and with their support worker or carer if present), what type of support and supervision they will need to feel comfortable and valued;
- with the agreement of the volunteer, tell other staff/volunteers, on a need to know basis, any information that is relevant to the volunteer's health and safety or support needs;
- take the needs of the volunteer into account when planning how you will introduce them to the organisation e.g. make sure that information is accessible and reasonable adjustments are in place before the volunteer starts their role.

1.1 Selecting Staff and Volunteers

Further Information

The Good Employment Guide for the Voluntary Sector, NCVO, 2002 (ISBN 0 7199 1601 1).

Safe from Harm: a Code of Practice for Safeguarding the Welfare of Children in Voluntary Organisations, can be downloaded from www.homeoffice.gov.uk/docs/harm.html.

Rehabilitation of Offenders Act 1974, leaflet, Nacro Publications, 2003. Copies are available on request by telephoning 020 7840 6427. See also Nacro website: www.nacro.org.uk.

The Good Practice Guide for Everyone who Works with Volunteers, Kate Bowgett and Kathryn Dickie, Volunteering England, 2002 (ISBN 1 897708 98 4).

Selecting Volunteers, Kate Bowgett, Volunteering England, 2003 (ISBN 1 897708 39 4).

Making your Organisation Accessible, M T McManus, A Kerr and T Lazard, Volunteering England, 2003 (ISBN 1 897708 25 4).

Into Volunteering - Positive Experiences of Disabled People, Skill: National Bureau for Students with Disabilities, 2001 (ISBN 1 869965 53 1).

Disability Rights Commission website: www.drc-gb.org has guidance for employers.

1.2 Recruitment Checklist

Staff	Volunteers
<h3>Decide what the role involves</h3>	
<p>Job Description includes:</p> <p>Person to whom staff member will be accountable <input type="checkbox"/></p> <p>Person(s) whose work they will supervise <input type="checkbox"/></p> <p>Description of the work they will undertake with vulnerable adults <input type="checkbox"/></p> <p>Duty to prevent abuse of vulnerable adults <input type="checkbox"/></p> <p>Duty to report any abuse <input type="checkbox"/></p>	<p>Role outline:</p> <p>Includes details similar to the job description but written in a less formal style <input type="checkbox"/></p> <p>Includes tasks and activities suitable for a voluntary position <input type="checkbox"/></p> <p>Is flexible so that it can be adapted to the interests and experience of the volunteer <input type="checkbox"/></p>
<h3>Carry out a risk assessment</h3>	
<p>Use risk assessment to:</p> <p>Evaluate risks of the job to the member of staff and vulnerable adults <input type="checkbox"/></p> <p>Decide the level of skills and experience needed to ensure safe working <input type="checkbox"/></p> <p>Determine if a standard or enhanced Criminal Records Bureau (CRB) check is needed <input type="checkbox"/></p>	<p>Use risk assessment to:</p> <p>Evaluate risks of the role to the volunteer and vulnerable adults <input type="checkbox"/></p> <p>Decide the level of skills and experience needed to ensure safe working <input type="checkbox"/></p> <p>Determine if a standard or enhanced CRB check is needed <input type="checkbox"/></p>
<h3>Decide on the qualifications, skills and experience required</h3>	
<p>Person Specification includes:</p> <p>Relevant care qualifications <input type="checkbox"/></p> <p>Experience of working with vulnerable adults <input type="checkbox"/></p> <p>Commitment to equal opportunities and the protection of vulnerable adults <input type="checkbox"/></p> <p>Willingness to undergo CRB check (if appropriate) <input type="checkbox"/></p>	<p>Volunteer requirements include:</p> <p>Minimum skills and experience needed for role <input type="checkbox"/></p> <p>Commitment to equal opportunities and the protection of vulnerable adults <input type="checkbox"/></p> <p>Willingness to undergo CRB check (if appropriate) <input type="checkbox"/></p>

1.2 Recruitment Checklist

Staff	Volunteers
<p>Collect background information</p> <p>Job Application Form should include:</p> <p>Person's full name, current and recent addresses <input type="checkbox"/></p> <p>Previous experience of working with vulnerable adults <input type="checkbox"/></p> <p>Declaration under the Rehabilitation of Offenders Act 1974, of all criminal convictions, spent or otherwise <input type="checkbox"/></p> <p>Statement that a CRB check will be made in the event of a successful application (if appropriate) <input type="checkbox"/></p> <p>Permission to contact two referees <input type="checkbox"/></p>	<p>Volunteer Information Form includes:</p> <p>Personal contact details <input type="checkbox"/></p> <p>Previous experience of working with vulnerable adults <input type="checkbox"/></p> <p>Declaration of any criminal convictions spent or otherwise <input type="checkbox"/></p> <p>Statement that the volunteer will need to undergo a CRB check (if appropriate) <input type="checkbox"/></p> <p>Permission to contact two referees <input type="checkbox"/></p>
<p>Meet the applicant or volunteer</p> <p>Job interview includes:</p> <p>Attitudes towards vulnerable people <input type="checkbox"/></p> <p>Experience of working with vulnerable people <input type="checkbox"/></p> <p>Explanation of any gaps in employment history <input type="checkbox"/></p> <p>Ability and commitment to protecting vulnerable adults <input type="checkbox"/></p>	<p>Informal discussion includes:</p> <p>Why person wants to volunteer <input type="checkbox"/></p> <p>Experience of working with vulnerable people <input type="checkbox"/></p> <p>What skills and experience they would like to offer <input type="checkbox"/></p> <p>Ability and commitment to protecting vulnerable adults <input type="checkbox"/></p>
<p>Ask for references</p> <p>Requests for references should clearly state that the job involves working with vulnerable adults <input type="checkbox"/></p> <p>Two referees comment in writing on the person's work with vulnerable adults and/or their character and relationship with others <input type="checkbox"/></p>	<p>Requests for references should clearly state that the role involves working with vulnerable adults <input type="checkbox"/></p> <p>Two referees comment in writing on the person's work with vulnerable adults and/or their character and relationship with others <input type="checkbox"/></p>
<p>Carry out a Criminal Records Bureau check if required</p> <p>Checks are made after the applicant has a provisional offer of employment <input type="checkbox"/></p> <p>CRB code of practice for the use, handling, storage and destruction of disclosed information is followed <input type="checkbox"/></p>	<p>Checks are made after volunteer placement has been provisionally agreed. <input type="checkbox"/></p> <p>CRB code of practice for the use, handling, storage and destruction of disclosed information is followed <input type="checkbox"/></p>

1.3 Model Volunteer Information Form

Please adapt to suit your organisation

All information on this form will be kept confidential and you will be asked to update it on a regular basis.

Section A - Personal details

This information will be used to contact you at home or to contact a family member or friend in the event of an emergency. It will be put on computer and used for our insurance records and other administrative purposes.

Full Name: **Current Home Address:**

Date of Birth:

Home Telephone:

Mobile: **Email:**

Details of Person to Contact in an Emergency

(please check with the person concerned that they are happy for you to use them as a contact)

Name: **Address:**

Home Telephone:

Mobile:

Section B - Health and special requirements

This section helps us to make sure your needs are addressed by the organisation and that you are matched to suitable tasks/roles.

Please give details of any health issues or special requirements that we need to be aware of (e.g. medication, allergies, dietary needs, wheel chair access, large print documents, hearing aids etc):

.....
.....

1.3 Model Volunteer Information Form

Section C - Previous experience of working with vulnerable adults

We will use this section to plan what type of role and support you should have while being with us

Have you previously worked with people who are older, have a disability or are vulnerable? Yes No

If you have answered yes then:

Please give details of what you did:

.....

.....

How long ago did you do this work?

Reasons for leaving?

.....

Were you a volunteer or a paid worker?

Have you any experience of working or volunteering in a caring role before?

.....

Section D - Reasons for volunteering

This section helps us to understand why you want to be part of our organisation and to make sure that you get the most out of your volunteering experience with us.

What do you hope to get out of your volunteering? (e.g. new skills, company, new interest)

.....

.....

What skills do you have that you would like to use in your volunteering?

(e.g. good listening skills, enjoy DIY, able to word process)

.....

.....

1.3 Model Volunteer Information Form

Section E - Volunteer drivers (optional section)

This section includes questions to help us make sure that our drivers who use their own cars are suitable for transporting vulnerable adults. You may be asked to provide a copy of your driving licence and car insurance certificate.

Are you fit and healthy to drive?	Yes	No
Do you have a full current driving licence?	Yes	No
Is your vehicle insured to carry vulnerable passengers as part of your voluntary work?	Yes	No
Does your vehicle have a current road tax disc and MOT?	Yes	No
Is your vehicle in a good road worthy condition and fully fitted with seat belts?	Yes	No

Section F – Criminal Convictions

We are committed to making sure that our members/service users receive the highest level of care at all times. As part of this process we need to check the background of our staff and volunteers. Any information given will be used only for recruitment purposes and treated in strictest confidence in line with the Data Protection Act.

Declaration of criminal convictions

Because our members/service users are vulnerable adults, our work is exempt from the provisions of section 4 (2) of the Rehabilitation of Offenders Act 1974. You are required, therefore, to declare any criminal convictions including those that are *spent*.

Do you have any criminal convictions?	Yes	No
--	------------	-----------

If yes, please put the details in a sealed envelope and return it with your form. A conviction will not automatically prevent you from taking up this role. All information will be treated in strictest confidence.

Criminal Records Bureau check

Because this role brings you into close contact with vulnerable adults you will need to undergo a CRB check. You will need to provide evidence of your identity.

Do you agree to undergo a CRB check?	Yes	No
---	------------	-----------

1.3 Model Volunteer Information Form

Section G - References

Please give the contact details for two people we can write to for references. These two people should have known you for at least two years, be unrelated to you and be in a position of responsibility. Ideally they should be able to comment on your character and any work you have carried out with vulnerable adults.

Referee 1

Name:

Address:

.....

.....

Telephone:

Email:

Position held:

Referee 2

Name:

Address:

.....

.....

Telephone:

Email:

Position held:

Declaration:

I confirm, to the best of my knowledge, that the information given on this form is accurate.
I understand that should any statement be found to be false, I may be asked to leave the organisation.
I agree to this information being stored and used in line with the Data Protection Act 1998.

Signed:

Date:

1.4 Checking Criminal Records

Introduction

Unless the Care Standards Act 2000 regulates your organisation, it is generally not a legal requirement to carry out a Criminal Records Bureau (CRB) check on staff and volunteers working with vulnerable adults in voluntary organisations and community groups.

However, every organisation has a legal duty of care towards the vulnerable adults it works with. You may, therefore, decide to carry out CRB checks on prospective committee members, staff and volunteers.

The situation regarding CRB checking of staff and volunteers is changing following the recent introduction of the POVA (Protection of Vulnerable Adults) list. You are advised to check regularly with the Criminal Records Bureau for an up-date of the legal situation.

This information relates to Vulnerable Adults Policy Statement 1

What is the Criminal Records Bureau?

The Criminal Records Bureau (CRB) provides a service called **Disclosure**. This is a one-stop shop service that enables organisations to obtain important criminal and other information for recruitment purposes. It replaces the old *police check* system. There are two types of Disclosure available:

Standard Disclosure

Standard Disclosure is suitable for positions involving regular contact with vulnerable adults but not one-to-one situations or those involving personal care. Details of all criminal convictions, including those that are *spent*, recorded on the Police National Computer are disclosed along with any police cautions, reprimands or warnings.

Enhanced Disclosure

Enhanced Disclosure is suitable for those regularly caring for, training, supervising or being in sole charge of vulnerable adults. The checks are the same as those for the standard disclosure but are carried out in greater depth and detail and include an extra level of checking with local police force records.

1.4 Checking Criminal Records

Who should be checked?

Use the table below to help you decide if your committee members, staff or volunteers should undergo disclosure:

If you have answered yes to any of these questions you need to strongly consider getting the committee member, member of staff or volunteer CRB checked.

If you are unsure always discuss the job or role with the CRB.

Will the person have regular contact with vulnerable adults?	Yes	No
Will the person work alone with vulnerable adults either in groups or one-to-one situations at the organisation's premises?	Yes	No
Will the person go into the home of a vulnerable adult or take the person out on his/her own?	Yes	No
Will the person be involved in any of the personal care of the vulnerable adult?	Yes	No
Will the person have access to money or possessions of vulnerable adults?	Yes	No
Will the person transport vulnerable adults in his/her own vehicle or be on their own with vulnerable adults as a minibus driver?	Yes	No

How do you get staff and volunteers checked?

You have two routes to accessing disclosure information from the CRB: your organisation can become a registered body with the CRB or you can contact an umbrella organisation to carry out the CRB checks on your behalf. The Criminal Records Bureau Disclosure Service has details of umbrella bodies in Bedfordshire on its website.

What are the Data Protection issues?

Disclosure information is highly sensitive and must be kept securely. Only those who are entitled to see it should have access to it. The CRB code of practice for registered persons and other recipients of disclosure information has a section on handling information that covers security, storage and how long disclosures should be held and how they should be destroyed. Organisations will need to develop a written policy for the handling of disclosure information.

1.4 Checking Criminal Records

Further Information

Code of Practice and Explanatory Guide for Registered Persons and other Recipients of Disclosure Information can be downloaded from the Disclosure Service website: www.disclosure.gov.uk.

Volunteer Screening and the Criminal Records Bureau information sheet is available from Voluntary and Community Action South Bedfordshire. Contact the Information Officer on 01525 850559.

Criminal Records Bureau information line: 0870 9090 811, website address: www.crb.gov.uk.

Disclosure Service website: www.disclosure.gov.uk has an umbrella body search facility to help you find umbrella organisations in Bedfordshire.

The Commission for Social Care Inspection (CSCI) has replaced the National Care Standards Commission. Their website address is www.csci.org.uk.

Section 2

Support and Training



2.1 Supervision and Support

Introduction

It is important to give your staff and/or volunteers ongoing supervision and support. They should have regular discussions with their supervisor about their role and share any concerns or problems about relationships in the organisation and the activities they are undertaking.

Changes in attitude, behaviour or other problems can be picked up early and dealt with before the well being of members/service users is significantly affected.

The law treats staff and volunteers differently so it is a good idea to have a more informal type of supervision and support for volunteers compared to staff.

These guidelines relate to Vulnerable Adults Policy Statement 2.

Supervision and support of staff

Decide who should manage the member of staff. In a small organisation with one or two members of paid staff, a member of the management committee may take on this responsibility. In larger organisations, a senior member of staff may take on this role.

Give new staff an induction into the organisation. This should include telling the person all about the Vulnerable Adults Policy, Practice and Code of Conduct and giving them copies of the information.

Identify training needs. Include those that relate to health and safety, care of vulnerable adults and the detection and reporting of abuse if appropriate.

Provide regular supervision. Address concerns including those relating to vulnerable adults. Review progress after the agreed probationary period.

Hold regular staff meetings. Include the general sharing of information around the care of members/service users.

Carry out an annual appraisal. Include how well the staff member has worked with members/service users if appropriate.

2.1 Supervision and Support

Supervision and support of volunteers

Identify a person to support volunteers. For organisations with paid staff this is likely to be the Volunteer Co-ordinator or Manager. Where there are no paid staff, support may be given by a management committee member or through pairing a new volunteer with a more experienced volunteer. Initially the supervisor may want to work alongside the new volunteer, who should not be left alone with members/ service users.

Welcome and introduce your volunteers to the organisation. This induction may be a shorter version of that used for staff but should include relevant sections of the Vulnerable Adults Policy, Practice and Code of Conduct. Be careful to adapt information so that it is not too formal and is in user-friendly language.

Make sure your volunteers receive supervision. The volunteer should receive a level of supervision that relates to how much contact they have with vulnerable adults as well as their level of skill and experience. Volunteers, who are themselves vulnerable, may need more support in their role and time to discuss their needs and concerns. Review the role with the volunteer after an agreed trial period.

Give your volunteers training to help them carry out their role. Try to make the training as informal as possible. It may be that a paid member of staff or a more experienced volunteer works alongside a new volunteer for a time or runs an in-house training session. It is important that volunteers receive training in the protection of vulnerable adults and know what to do in the event of having concerns or suspicions or witnessing abuse taking place.

Further Information

Just About Managing? Effective Management for Voluntary Organisations and Community Groups, Sandy Adirondack, London Voluntary Service Council, 1998 reprinted October 2000. (ISBN 1 872582 17 6). Chapter 16: Managing Workers' Performance.

Safe Involvement of Volunteers with Vulnerable Clients, Mark Restall, Volunteering England, 2003 (ISBN 1 897708 26 2).

Safe and Alert: Good Practice Advice on Working in Vulnerable Situations, Volunteering England, 2001 (ISBN 1 897708 92 0).

2.2 Dealing with Difficult Situations

Introduction

Your organisation should have guidelines/rules for what to do if committee members, staff or volunteers do not follow the Vulnerable Adults Policy and/or are alleged to have behaved in a way that is harmful to vulnerable adults.

By law, organisations of any size are now required to provide employees with a disciplinary procedure and a grievance procedure. Volunteers are not employees, so need a separate, more informal, process.

These guidelines relate to Vulnerable Adults Policy Statement 2.

Staff guidelines

You should give staff a copy of the Vulnerable Adults Policy, Practice and Code of Conduct as part of their induction. They should also receive any relevant training relating to the protection of vulnerable adults.

They should also be given the organisation's disciplinary rules and procedures. You will need to incorporate into these rules what types of behaviour relating to vulnerable adults are gross misconduct and which are less serious.

You should also have a grievance procedure so that staff can make a complaint if they feel they have been unfairly treated.

If abuse is suspected or witnessed then the procedures for reporting a situation (see Section 5.2) should be followed.

Legal advice should always be obtained if you are unsure of how to proceed.

2.2 Dealing with Difficult Situations

Volunteer guidelines

You should give volunteers a copy of the Vulnerable Adults Policy, Practice and Code of Conduct as part of their induction. They should also receive any training relating to the protection of vulnerable adults.

If volunteers are alleged to be involved in incidents relating to vulnerable adults, the organisation must investigate quickly to establish the facts.

You should follow a carefully agreed written procedure that includes the opportunity for the volunteer to give an account of the facts as they see them, to be accompanied by a friend or colleague at any meetings and to have the right to request a review of any decision made regarding their future.

If the allegation is found to be true then, depending on how serious the incident is, you could offer the volunteer a change of role or further training. If it is a serious incident then the volunteer may have to be asked to leave and/or the incident is reported to an outside agency using the relevant procedures (see Section 5.3).

Further Information

Disciplinary and Grievance Procedures - Code of Practice, June 2004, can be downloaded from www.acas.org.uk. Annexes A to D provide model procedures.

Firstcheck: A Step by Step Guide for Organisations to Safeguard Children, NSPCC, 2002, (ISBN 1 84228 016 3). Annex A has a sample code of conduct that can be adapted.

Voluntary and Community Action South Bedfordshire can provide sample disciplinary and grievance procedures for volunteers. Contact the Information Officer on 01525 850559.

2.3 Model Code of Conduct

Introduction

All committee members, staff and volunteers have a duty of care to the vulnerable adults with whom they work. This includes taking responsibility for their own behaviour and attitude when working with vulnerable adults and making sure that the relevant risk assessments are completed prior to any activity.

It also means taking responsibility for reporting any suspicions or areas of concern where the failure to do so could result in the abuse of a vulnerable adult. Responsibility for the situation ends once the information has been passed on to the Nominated Person or Deputy.

Do

- a. Treat all people, including those who are vulnerable, with respect.
- b. Support and encourage each member/service user to be independent and to make their own choices.
- c. Try to avoid lone working where possible, e.g. going into the homes of members/service users and other one-to-one situations. If this is unavoidable then follow the guidelines for lone working (*see Section 4.1*).
- d. Ensure that whenever possible there is more than one member of staff or volunteer present during activities or that at least you are in the sight or hearing of other staff or volunteers.
- e. Take care to avoid your actions and words being misinterpreted. Be conscious of the appropriateness of any physical contact and verbal comments you may make.
- f. If you are in any doubt as to the appropriateness of your actions then ask a colleague or the person responsible for your supervision.
- g. Be fair in all your dealings with everyone and do not show favouritism to any particular individual.
- h. Challenge unacceptable behaviour and report all concerns, allegations or suspicions of abuse.

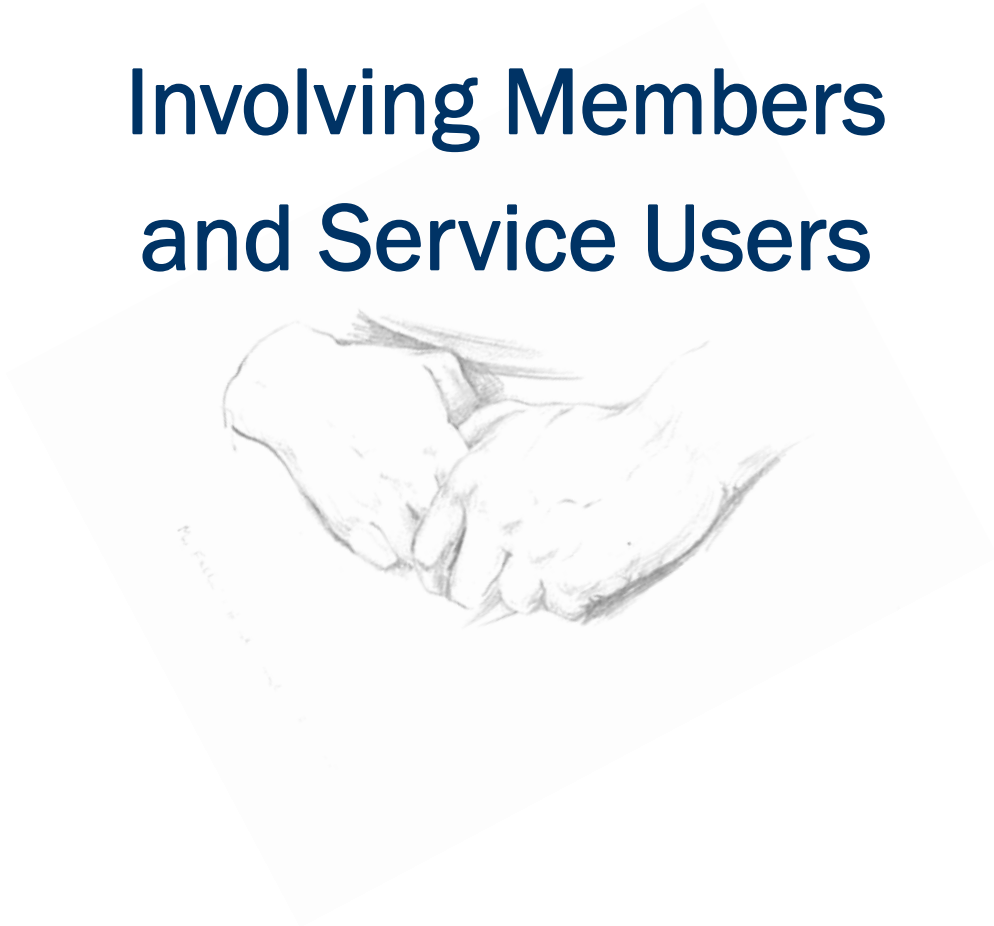
2.3 Model Code of Conduct

Don't

- a. Address the personal care issues of members/service users e.g. help with going to the toilet or dressing (anyone needing this type of help should have a personal carer).
- b. Accept any type of personal financial reward or gift in kind for any service provided.
- c. Enter into any agreement to handle money on behalf of a member/service user or discuss their financial situation e.g. pay bills, give financial advice or enter into a discussion over wills.
- d. Permit abusive activities (ridiculing, bullying etc).
- e. Make suggestive, aggressive or derogatory remarks or gestures to any person.
- f. Enter into an intimate relationship with anyone you have a position of trust over.
- g. Let suspicion, disclosure or allegations of abuse go unrecorded or reported.
- h. Rely on your good name to protect you.

Section 3

Involving Members and Service Users



3.1 Bullying and Harassment

Introduction

Vulnerable adults may be more susceptible to bullying and harassment than others. It is important, therefore, to have an Equal Opportunities Policy that focuses on relevant equality issues such as age or disability and clearly states how your organisation will work towards non-discriminatory behaviour and practice.

You may also wish to have a separate Anti-bullying and Harassment Policy and/or to display a statement on bullying and harassment where your members/service users, committee members, staff and volunteers can read it.

These guidelines relate to Vulnerable Adults Policy Statement 3.

Definition of bullying and harassment

Your policy should include a definition of bullying and harassment.

Bullying: offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.

Harassment: unwanted conduct affecting the dignity of a person. It may be related to age, sex, sexuality, race, disability, religion, nationality or any personal characteristic of an individual. The conduct may be persistent or a one-off event.

Your policy should give examples of bullying and harassment. These might include:

- spreading of malicious rumours or insulting someone (especially on the grounds of race, sex, sexuality, religious belief);
- ridiculing or demeaning someone through picking on them or setting them up to fail;
- exclusion or victimisation;
- unfair treatment;
- overbearing supervision or misuse of power or position;
- unwelcome sexual advances – touching, comments, standing too close etc;
- constant criticism;
- intentionally blocking access to training opportunities and promotion.

3.1 Bullying and Harassment

Model Statement on Bullying and Harassment

We, at (*insert name of organisation*), believe that everyone connected with the organisation should be treated with dignity and respect. Bullying and harassment of any kind are damaging in their effects and will not be tolerated. The Management Committee will take steps to promote good relations between committee members, staff, volunteers and members/service users within the organisation and will deal with any instances of bullying and harassment that occur.

Anti-bullying and Harassment Policy

Your policy should include:

- a definition of bullying and harassment;
- how the incident should be reported;
- how it should be recorded;
- how it will be investigated;
- how decisions will be reached;
- what actions should be taken;
- how the person suffering the bullying or harassment will be supported;
- how the policy will be monitored and reviewed.

Dealing with inappropriate behaviour by members/service users

Your policy should also include how to deal with members/service users who bully or harass others:

- agree some club rules for acceptable behaviour;
- decide on sanctions if rules are not kept e.g. time out or review of membership;
- agree a fair procedure for dealing with problems, give due warnings and include the right for the member/service user to be accompanied by a friend at meetings;
- in serious situations follow the guidelines for reporting concerns (see Section 5.3).

3.1 Bullying and Harassment

Further Information

Bullying and Harassment at Work: A Guide for Managers and Employers can be downloaded from: www.acas.org.uk/publications/al04.html.

Health and Safety Handbook for Voluntary and Community Organisations, Al Hinde and Charlie Kavanagh, Directory of Social Change, 2001 (ISBN 1 903991 01 3). Chapter 9 deals with Conflict in the Workplace.

Voluntary and Community Action South Bedfordshire can provide sample Equal Opportunities Policies. Contact the Development Officers on 01525 850559.

3.2 Providing Information to Members and Service Users

Introduction

Sharing information with members/service users about what abuse is and how your organisation will protect vulnerable adults is an important safeguard.

Raising the awareness of your members/service users about their right to be treated fairly and well, to complain if poorly treated and how to recognise forms of abuse, will help them to avoid becoming a victim.

These guidelines relate to Vulnerable Adults Policy Statement 3.

What information should be shared?

Equal Opportunities Policy - outline how members/service users can expect to be treated.

Vulnerable Adults Policy - brief outline of the steps that the organisation has in place for their protection.

Feedback/complaints procedures - encourage feedback if things aren't right. Give the names of people within the organisation that members/service users can talk to. Have a formal procedure in place if talking doesn't change anything.

Information about abuse - what it involves, what to do, names of Nominated Persons, help lines etc.

How should it be shared?

Share with your members/service users that their safety and well-being are very important to the organisation and that you have a number of procedures in place for their protection. Adapt sections of your policies so that information given to members/service users is both easy to follow and written in a user-friendly style.

You may want to display policy statements on notice boards or walls and display useful help lines. Information can be included in a welcome pack for new members and their carers.

3.2 Providing Information to Members and Service Users

Further Information

Action on Elder Abuse - Astral House, 1268 London Road, London. SW 16 4ER. Contact the helpline on 080 8808 8141 to order posters and leaflets.

Vulnerable Adults at Risk of Harm fact sheet can be downloaded from Solihull Borough Council website: www.solihull.gov.uk/wwwss/adultab.htm.

Section 4

Health and Safety



4.1 Key Areas to Cover in your Health and Safety Policy

Introduction

Your organisation needs to develop a Health and Safety Policy, which covers all areas of your activities. You must also make sure that you have suitable insurance cover for the staff, volunteers, members/service users and the public involved in these activities.

Some important areas, which need to be covered in a Health and Safety Policy for those who work with vulnerable adults, are set out in the guidelines below.

Risk assessment and particular hazards affecting vulnerable adults are also covered in this section.

These guidelines relate to Vulnerable Adults Policy Statement 4.

Evacuation of the building

- a. A risk assessment will be undertaken to decide on a safe procedure for evacuating the building in case of an emergency with due regard to the possible limitations of members/service users.
- b. Training will be given to all committee members, staff and volunteers on the evacuation procedure as part of their induction programme.
- c. Emergency exits will be clearly marked (in large print or pictorial form for the visually impaired where appropriate).
- d. Regular evacuation drills will take place.
- e. Drill notices will be displayed at all times showing the location of emergency exits, drill procedures and the location of the nearest accessible telephone outside the building. These will be in large print and pictorial form where appropriate.
- f. Some procedure will be in place for the hearing-impaired where appropriate, e.g. flashing lights or assigning hearing people to give warning to those affected.

4.1 Key Areas to Cover in your Health and Safety Policy

First Aid

- a. A First Aid assessment will be undertaken to decide on the organisation's need. Different organisations will have different needs e.g. an organisation running outdoor activities will have different First Aid needs to one who may be an office based advice agency.
 - b. Following the assessment, a suitable number of **Appointed Persons** are selected. An Appointed Person is someone who has basic First Aid knowledge, is able to take charge in an emergency and is responsible for calling the emergency services.
 - c. If the First Aid assessment shows the need for a trained First Aider(s) then a suitable number of people will complete a Health and Safety Executive approved course.
 - d. A First Aid kit will be easily available at all times and regularly checked to make sure that it has suitable supplies as identified in the First Aid assessment.
 - e. A recognisable notice will be displayed giving the location of the kit, the accident book, who the First Aider(s) or Appointed Person(s) are and where they can be found. Where appropriate, notices will be in large print and pictorial for the visually impaired.
-

Food preparation

- a. If food is to be prepared for consumption by members/ service users, the kitchen area will be up to the relevant current environmental health standards. *It may be sensible to contact the local Environmental Health team to ask them to make a pre-assessment prior to inspection.*
- b. All committee members, staff and volunteers dealing with food preparation will receive basic food and hygiene training.

4.1 Key Areas to Cover in your Health and Safety Policy

Lone working

- a. Always follow the good practices outlined in the organisation's Code of Conduct (*see Section 2.3*).
- b. Make sure the person responsible for your supervision is aware that you will be working alone with a vulnerable adult and that a record is kept.
- c. If working alone with a vulnerable adult on the premises try to make sure a door is left open and that you are within sight or sound of another staff member or volunteer.
- d. If the door is closed and you become uncomfortable with the behaviour of the vulnerable adult, open the door and ask another staff member or volunteer to be present.
- e. If visiting a vulnerable adult within their own home make a timed appointment to do so.
- f. Where possible carry some form of identification, showing who you are and where you are from.
- g. If you are in the home of a vulnerable adult and become uncomfortable at any stage with something you are asked to do, keep a record and report it as soon as possible with the person responsible for your supervision; if necessary leave the premises.
- h. Let the organisation know when you have left the home of the vulnerable adult.
- i. Do not offer to carry out any other type of work or service other than the one previously agreed with the organisation.

4.1 Key Areas to Cover in your Health and Safety Policy

Going out on day trips

Day trips and activities away from the organisation's usual meeting place need to be planned carefully to make sure that everyone is kept safe. In particular you should make sure:

- activities are safe and suitable;
- insurance cover is appropriate for the trip or activity;
- a reputable company is hired to provide transport;
- those going on the trip are well supervised by staff/ volunteers.

Section 4.2 gives a checklist of the main things to do when organising and supervising a day trip. If you are planning a longer trip away then the risks around health and safety and protection of vulnerable adults increase and you will need to put additional safeguards in place.

Recording accidents and incidents

The Appointed Persons will be responsible for ensuring that all accidents are properly recorded in the accident book, giving details of the accident, the persons involved, any treatment given and who by or recommendations for further treatment or assessment of any injury.

The Appointed Persons will also make sure that any Health and Safety issues arising from any accident are properly referred and dealt with.

The Nominated Persons will be responsible for recording all incidents of suspected or alleged abuse in accordance with the model guidelines for reporting concerns (*see Section 5.3*) and maintaining all records in a safe and secure place.

Further Information

Health and Safety Handbook for Voluntary and Community Organisations, Al Hinde and Charlie Kavanagh, Directory of Social Change, 2001 (ISBN 1 903991 01 3).

Essentials of Health and Safety at Work, Health and Safety Executive, HMSO, 1994, reprinted with amendments 1999 (ISBN 0 7176 0716 X).

Health and Safety of Pupils on Educational Visits, Department for Education and Skills, DfES Publications, 2001. Telephone 0808 100 50 60 to order.

4.2 Day Trips Checklist

1. Management Committee responsibilities

Management Committee must make sure all legal requirements, insurance and health and safety guidelines are met in the planning and undertaking of a trip.

A committee member or member of staff staying at home is appointed to hold home contact details of those going on the trip and knows what to do in an emergency. This person must not be related to anyone on the trip.

2. Appointment of group leaders

Group leader and deputy are appointed

Group leaders take responsibility for:

Selecting suitable activities Insurance

Health and safety of the group Costing the trip, paying entrance fees and accounting for all monies spent

Supervising staff and volunteers Arranging transport and visit

Head counts

3. Risk assessment

Group leaders do risk assessments for:

Place to be visited Transport

Activities to be undertaken Health and safety

Staff and volunteers Support needs of group

4. Emergency procedures

Emergency procedures are developed and put in place for:

Road accident Group member has accident or falls ill

Vehicle breakdown Group member gets lost or fails to turn up

Delays in meeting schedule or returning home

4.2 Day Trips Checklist

5. Pre-trip visit

Pre-trip visit is made to group's destination to check:

Health and safety	<input type="checkbox"/>	Entrance fees and arrangements	<input type="checkbox"/>
Accessibility	<input type="checkbox"/>	Parking	<input type="checkbox"/>
Insurance cover	<input type="checkbox"/>	Food and refreshments	<input type="checkbox"/>

6. Transport

Coach/bus company is reputable and has Public Service Vehicle Operators' Licence	<input type="checkbox"/>	Company has adequate insurance	<input type="checkbox"/>
Driver is trained and holds valid licence	<input type="checkbox"/>	Vehicle is fully fitted with seat belts	<input type="checkbox"/>
Vehicle has appropriate emergency exit doors and First Aid equipment	<input type="checkbox"/>	Vehicle is suitable for those with mobility difficulties	<input type="checkbox"/>

7. Information given to group members

Clear information about the trip (what it involves, places to be visited, times, cost, transport etc.)	<input type="checkbox"/>	Risks involved and health and safety instructions	<input type="checkbox"/>
Insurance arrangements and any limits to cover	<input type="checkbox"/>	What to do if become separated	<input type="checkbox"/>
Emergency procedures	<input type="checkbox"/>	Mobile telephone number of group leaders	<input type="checkbox"/>
Carer to attend if help needed with medication, personal needs or mobility	<input type="checkbox"/>	Name of First Aider	<input type="checkbox"/>

8. Information collected from group members

Name and contact details and medication	<input type="checkbox"/>	Details of any special needs, medical conditions and medication	<input type="checkbox"/>
Signed consent to receive emergency treatment	<input type="checkbox"/>	Emergency home contact details	<input type="checkbox"/>

4.2 Day Trips Checklist

9. Staff and volunteers

- | | | | |
|---|--------------------------|---|--------------------------|
| Have had Criminal Records Bureau checks | <input type="checkbox"/> | Have clear roles and responsibilities | <input type="checkbox"/> |
| Numbers are appropriate for size and needs of group | <input type="checkbox"/> | Qualified First Aiders are appointed | <input type="checkbox"/> |
| Carry First Aid Kits | <input type="checkbox"/> | Know what to do in an emergency | <input type="checkbox"/> |
| Are aware of the medical and support needs of group members | <input type="checkbox"/> | May supervise and head count a small group of members/service users | <input type="checkbox"/> |
-

10. During the trip

Group leaders hold throughout the trip:

- | | | | |
|--|--------------------------|--|--------------------------|
| List of all those going on trip | <input type="checkbox"/> | Everyone's emergency home contact details | <input type="checkbox"/> |
| Contact details for the committee member acting as emergency home contact person | <input type="checkbox"/> | Signed consent for emergency treatment | <input type="checkbox"/> |
| Medical information | <input type="checkbox"/> | Copy of all this information is left with committee member acting as emergency home contact person | <input type="checkbox"/> |

Group members are given:

- | | | | |
|---|--------------------------|--|--------------------------|
| Clear rendezvous points and meeting times | <input type="checkbox"/> | Head counts at appropriate times and places | <input type="checkbox"/> |
| Reminders of contact numbers and health and safety instructions | <input type="checkbox"/> | Adequate supervision/support for their needs | <input type="checkbox"/> |
-

11. After the trip

Group leaders should ensure:

- | | | | |
|--|--------------------------|---|--------------------------|
| Each member of the group is met by a relative or carer and can get home safely | <input type="checkbox"/> | Coach/bus is clear of all belongings and the driver thanked | <input type="checkbox"/> |
| Feedback from members/service users is obtained and evaluated | <input type="checkbox"/> | Successes and lessons learned are recorded for future trips | <input type="checkbox"/> |
-

4.3 Risk Assessment

Introduction

A risk assessment helps you to identify the hazards that may harm people in your organisation. It also enables you to assess how you will remove or reduce the risk of these hazards causing an accident or incident.

Carrying out risk assessment is a requirement of the Management of Health and Safety at Work Regulations 1999 for all employers. If your organisation only involves volunteers it is recommended practice to carry out risk assessments of your activities

This section relates to Vulnerable Adults Policy Statement 4.

Look for the hazards

A hazard is anything that could cause injury or damage. Think about all your organisation's activities and concentrate on significant hazards that could cause serious harm or affect several people. Think about activities that occur at your normal meeting place and also away from it, e.g. on trips or in people's homes. Use the list in Section 4.5 to think about those hazards that affect your members/service users in particular.

Decide who might be harmed and how

Think of your committee members, staff, volunteers, members/service users and members of the public that come into contact with your organisation. What hazards might they each experience?

Look at each hazard in turn and decide what risk it poses

Risk is the likelihood of the hazard causing harm. Decide if the existing steps taken to prevent or reduce harm are adequate or if more should be done. Check if you have done all the things the law says you should. Have you carried out recommended good practice guidelines? Is there anything else that you could do that is reasonably practicable to keep people safe?

4.3 Risk Assessment

Record your findings

Draw up an action list of what needs to be done to remove or reduce the risk of an accident or incident occurring for each significant hazard. The model Health and Safety Risk Assessment Record in Section 4.4 may be helpful. Having done all you can, decide for each hazard whether the remaining risk is high, medium or low. Records of risk assessments should be kept.

Review your assessment and change if necessary

If you change your activities or ways of doing things at any time then you may introduce new significant hazards or increase the level of risk of existing ones. You will therefore need to carry out further risk assessment to take account of these changes.

Further Information

Five Steps to Risk Assessment, Health and Safety Executive, 1999 reprinted 2003 (ISBN 0 7176 15650). You can download copies from www.hsebooks.co.uk.

Risk Management, Kathryn Dickie, Volunteering England, 2003 (ISBN 1 897708 27 0).

4.5 Identifying Hazards Affecting Vulnerable Adults

Introduction

While you need to identify *all* the significant hazards that could affect people in your organisation, the following section covers some hazards that have a particular impact on vulnerable adults.

These guidelines relate to Vulnerable Adults Policy Statement 4.

Types of hazard

Types of hazard affecting your organisation could include:

- Fire
 - Physical hazards - e.g. ladders, shelving, lifting, vehicle accidents
 - Chemical hazards - e.g. cleaning fluids, solvents
 - Electrical hazards - e.g. flexes, faulty wiring
 - Food poisoning
 - Violence and abuse
 - Stress
 - Contracting infectious diseases (e.g. Hepatitis B)
-

Health-related hazards

Vulnerable adults may have health issues that could be a hazard while they are at your organisation. You need to find out about medication, allergies, dietary needs and what steps to take if a person falls ill or develops behavioural problems.

Health-related hazards include:

manual handling - vulnerable adults may need help with getting into and out of chairs, wheel chairs etc. There is a risk of injury and strain both to those that offer support and to the vulnerable person;

poor regulation of body temperature - room temperature needs to be adequately controlled at a comfortable level;

increased risk of food poisoning - risks around food preparation, hygiene and storage need to be thought about;

contagious diseases - where there is a risk of contracting an infectious disease e.g. Hepatitis B if the necessary safeguards are not in place.

4.5 Identifying Hazards Affecting Vulnerable Adults

Fire

Vulnerable adults with a physical, sensory and/or learning disability may be unable to read or hear safety instructions or know when a fire alarm is ringing. They may find it difficult to evacuate the building quickly and require assistance.

Physical hazards

Vulnerable adults may have difficulties moving around, operating taps, switches and handles, and may not see obstacles. Hearing impairment may mean that a person cannot hear the approach of a vehicle or someone threatening.

Physical hazards include:

- poorly placed furniture, heavy doors, steps, uneven and slippery surfaces, and limited space for (wheelchair) manoeuvre;
 - poorly designed furniture, equipment and machinery;
 - trailing flexes;
 - spillage of hot food and drinks;
 - parked and moving vehicles.
-

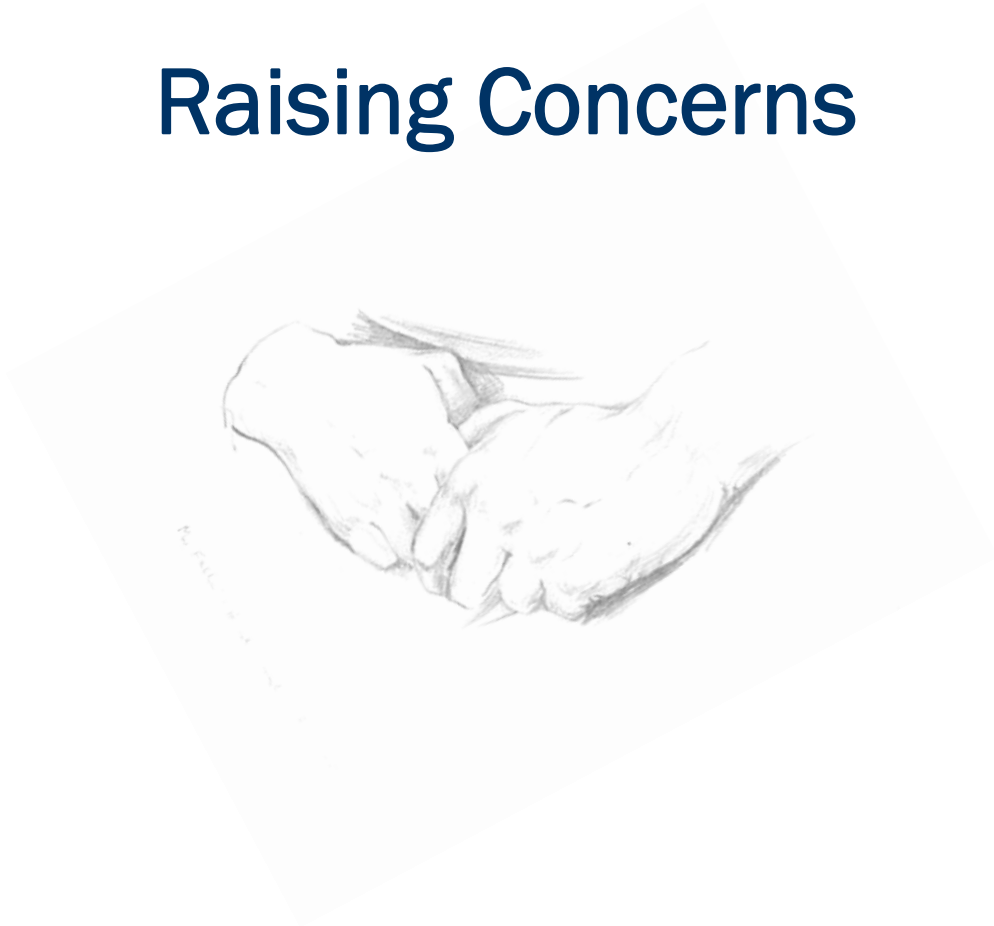
Vulnerability to violence and abuse

Vulnerable adults who cannot easily assert their rights or make their needs and wishes clearly known are more susceptible to abuse. Hazards involving violence or abuse, including theft, are more likely to occur when:

- a vulnerable adult is alone with a committee member, member of staff or volunteer. Such a situation can arise during home visiting, transport in private cars or when undertaking the personal care needs of a person;
- committee members, staff, volunteers or other members/ service users have access to the finances or possessions of a vulnerable person.

Section 5

Raising Concerns



5.1 What to do if you have Concerns about a Vulnerable Adult

Introduction

The likelihood of having to deal with incidents of abuse against vulnerable adults is vary rare. Having appropriate guidelines in place will help you deal with concerns that may be raised about a vulnerable adult.

These guidelines relate to Vulnerable Adults Policy Statement 5.

Voluntary organisations

If you employ staff, or are an established voluntary organisation with a large number of volunteers, you will need formal guidelines and procedures for raising concerns about vulnerable adults.

The organisation should appoint a Nominated Person who is responsible for dealing with allegations or suspicions of abuse. The person should have a suitable background and have received relevant training to take on this role. It is a good idea to appoint a second person to act as a deputy.

The Nominated Person should discuss with Social Services what procedures should be in place for reporting concerns or suspicions about the treatment of vulnerable members/service users.

Model guidelines (see Sections 5.2 and 5.3) and a model incident form (see Section 5.4) have been included but **you should take advice from Social Services** as to whether these are suitable for your organisation. Think carefully about the data protection issues in handling such highly sensitive personal information (see Section 5.5).

Community groups

If you are a small organisation such as a club or support group and don't employ staff, it is best to contact Social Services if you become concerned about an individual or witness abuse taking place. You should appoint a member of the Management Committee to take on this responsibility (and someone to act in their absence). Social Services will give you help and advice as to what you should do with your concerns and who to contact. Your organisation would not be expected to carry out any investigations itself.

5.1 What to do if you have Concerns about a Vulnerable Adult

Further Information

Social Services - Bedfordshire County Council, South Bedfordshire Area Office, Vernon Place, Dunstable, Bedfordshire, LU5 4EZ. Social Services will discuss any concerns that you may have regarding the welfare and wellbeing of vulnerable adults. Telephone 01582 665861 and you will be directed to the relevant duty officer.

Commission for Social Care Inspection - Clifton House, Goldington Road, Bedford, MK40 3NF. This agency inspects Care Homes and Domiciliary Care Agencies in both the statutory and voluntary sectors. Telephone 01234 220860 and ask to speak to the Duty Inspector about your concerns or complaints.

Action on Elder Abuse - Astral House, 1268 London Road, London SW16 4ER. Action on Elder Abuse raises awareness about the abuse of older people. It operates Elder Abuse Response, which provides information for anyone and confidential support for those concerned or involved when an older person is being abused. Helpline: 080 8808 8141.

5.2 Model Guidelines for Raising Concerns

Introduction

If you are a committee member, member of staff or volunteer and you are told of specific allegations of abuse, you witness a form of abuse taking place yourself or become concerned about the welfare of a member/service user then you should follow the guidelines set out below. .

Do

Listen carefully to what is said.

Be sympathetic and reassure the person by telling them:

- they did the right thing in telling you;
- you will treat the information seriously;
- you will not tell anyone except those who need to know;
- who you are going to report to and that you will let them know what is going to happen next.

Write down what has been said or seen and report the incident as soon as possible to the Nominated Person or their Deputy.

In an emergency contact the Ambulance/Police service and then report the incident to the Nominated Person or Deputy as soon as possible.

Don't

Stop anyone who is telling you freely about significant events.

Make any contact with the person who is alleged to have carried out the abuse.

Question anyone further regarding what happened to them.

Be judgmental, e.g. ask why they did not run away.

Pass the information to anyone except those who need to know.

Promise not to tell anyone else about the problem or make any other promise that you can not keep.

5.3 Model Guidelines for Reporting Concerns to Other Agencies

Introduction

In response to receiving information concerning incidents of abuse, suspected incidents of abuse or areas causing concern, the Nominated Person/Deputy should follow the guidelines below.

Guidelines

Whenever possible, act within 24 hours of the information being passed on.

Wherever possible obtain the explicit consent of the vulnerable adult before sharing information regarding your concerns.

Complete an incident form (*see Section 5.4*) and place a copy in the record file.

Check the record file for any previous incident concerning either:

- the vulnerable adult concerned;
- the person or agency against whom the allegation has been made.

If this is a matter to be dealt with internally, e.g. minor bullying, then deal with it through supervision (*see Section 2.1*) or through your code of conduct (*see Section 2.3*). If you are unsure what action to take, contact Social Services and talk through your concerns.

If the situation requires referral to an external agency then contact Social Services, the Police or the Commission for Social Care Inspection as appropriate, providing them with a copy of the incident form.

If a committee member, member of staff or volunteer is involved, consider whether it is appropriate to suspend that person from carrying out their role, pending an investigation.

The Nominated Person/Deputy will be responsible for both maintaining incident records and keeping them in a secure place in accordance with Data Protection Regulations (*see Section 5.5*).

5.4 Model Incident Form

HIGHLY CONFIDENTIAL

To be completed by the Nominated Person or Deputy as soon as any concern is raised.

Name of Nominated Person dealing with case:

Date:

A. Details of person about whom the concern has been raised

Full Name:

Address:

Name of Social Worker (if applicable):

Name & Address of GP:

B. Details of the alleged incident

Date concern was raised:

Name of person reporting concern:

Name of person and/or agency alleged to be responsible for the issues of concern:

.....

Nature of concern:

.....

Date(s) that any incident(s) took place:

Was emergency help/treatment required? Yes No

If yes, which emergency service was involved?

.....

5.4 Model Incident Form

C. Details of action taken

Has the incident been dealt with internally? Yes No

If yes, then complete the following:

Date	Action Taken	By whom
.....
.....
.....

Has the concern been referred to another agency? Yes No

Agency referred to: Date of referral:

Name of person dealing with referral:

D. Data protection

Has explicit consent been obtained from the vulnerable adult for referral? Yes No

If No, what is the reason under the Data Protection Act 1998 for making the referral without consent?
(please tick the relevant box or boxes):

Sharing is in the *vital interests* of the person or another person

Sharing of information is for *crime and taxation purposes*

Sharing is in the *substantial public interest*

Other, please give reasons:

E. Previous incidents

Have the records been checked for previous concerns about:

a) This vulnerable adult? Yes No

b) The agency or person alleged to have caused a problem? Yes No

Date(s) of previous concerns filed:

No more action required. Signature: Date:

5.5 Data Protection and Sharing Sensitive Personal Information

Introduction

There are important data protection and confidentiality issues around recording and sharing concerns about the wellbeing and treatment of vulnerable adults. You need to check that you are following the requirements of the Data Protection Act 1998 in the way you collect and store personal information.

What is sensitive personal information?

You need to be aware of the eight data protection principles laid down by the Data Protection Act 1998. In particular, you need to be careful in how you collect, store and use **sensitive personal information**. Sensitive information about a person includes:

- racial or ethnic origin
 - political opinions
 - religious or other beliefs
 - physical or mental health or condition
 - sexual life
 - any alleged or actual offences committed
 - court proceedings in which the person is involved
-

When can sensitive personal information be shared?

When reporting concerns about vulnerable adults, the information recorded is likely to cover one or more of the above areas and is therefore highly sensitive.

Sensitive personal information can be shared with the consent of the person concerned. Therefore, if a vulnerable adult is alleged to have been abused, you should ask if possible for their **explicit consent** to record the incident or allegation and make a referral to another agency. Explicit consent involves:

- clearly giving reasons why you need the information
- how you will use it
- any safeguards you have in place as to its use
- how it will be stored
- who it will be shared with

5.5 Data Protection and Sharing Sensitive Personal Information

What if consent is not given?

As the vulnerable adult may not be capable or may not wish to give their consent (and the alleged abuser would not be asked for their consent), it may be necessary to pass on sensitive personal information without the consent of the person(s) concerned. You are permitted to do this in a number of situations including those where it is necessary:

- to protect the *vital interests* of the vulnerable adult or another person;
 - for legal proceedings where it may be necessary to hold information about third parties without their consent;
 - for the prevention or detection of any unlawful act i.e. *crime and taxation purposes*;
 - for the provision of confidential advice, support or other services. Here the sharing of information must be in the *substantial public interest*.
-

How should sensitive personal information be stored?

Make clear in your guidelines who has responsibility for handling and maintaining records and passing information onto outside agencies. These persons need to respect confidentiality where possible.

Make sure there is a procedure for signing records in and out of a secure place when being taken to meetings.

Electronically held information should be in a secure location, with password access by named persons only.

Paper records need to be in lockable cabinets in a secure area.

Records should be destroyed after an agreed period of time. Electronic records should be deleted in a way that does not allow them to be recovered. Paper records should be shredded and disposed of carefully.

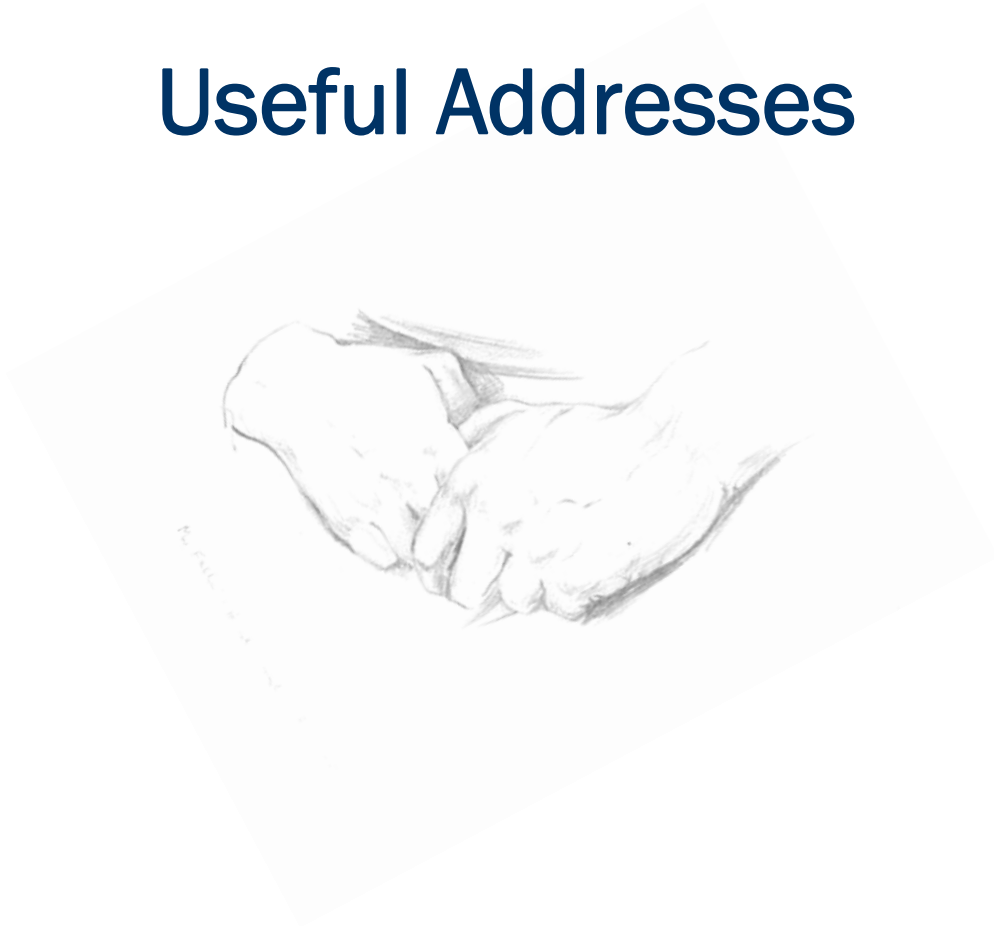
Further Information

Data Protection for Voluntary Organisations, Paul Ticher, Directory of Social Change, 2002 (ISBN 1 903991 19 6).

Data Protection Law information sheet can be downloaded from National Council of Voluntary Organisations website: www.askncvo.org.uk.

Information Commissioner - Wycliffe House, Water Lane, Wilmslow, Cheshire. For help and advice on the Data Protection Act 1998. Helpline 01625 545745. website: www.informationcommissioner.gov.uk.

Useful Addresses



Useful Addresses

Action on Elder Abuse

Astral House
1268 London Road
London
SW16 4ER

Tel: (Helpline) 080 8808 8141
www.elderabuse.org.uk

A national information and advice service and guidance for the prevention of, and action on, the abuse of elder people.

Arbitration and Conciliation Service (Acas)

Ross House
Kempson Way
Suffolk Business Park
Bury St Edmonds
Suffolk
IP32 7AR

Tel: (Helpline) 08457 474747
www.acas.org.uk

Acas produces a wide range of publications on employment issues including disciplinary and grievance procedures, some of which can be downloaded free of charge from their website.

Bedfordshire County Council

County Hall
Cauldwell Street
Bedford
MK42 9AP

Tel: 01234 363222
www.bedfordshire.gov.uk

Information on multi-agency protocol and factsheets on the protection of vulnerable adults are available from the Planning and Policy Development Unit.

Commission for Social Care Inspection (CSCI)

CPC1
Capital Park
Fulbourn
Cambridge
CB1 5XE

Tel: 01223 771300
www.csci.org.uk

The CSCI is the independent inspectorate for all social care services including council, private and voluntary care services in England. They promote improvements in social care and provide information on national care standards.

Criminal Records Bureau (CRB)

Customer Services
PO Box 110
Liverpool
L69 3EF

Tel: 0870 9090 811
www.crb.gov.uk

CRB help organisations make safer recruitment decisions by providing employers with access to criminal record information.

DfES Publications

Tel: 0808 100 50 60

www.teachernet.gov.uk/management/atoz/el/educationalvisits

The Department of Education and Skills has produced a guide on health and safety of pupils on educational visits.

Useful Addresses

Department of Health

www.doh.gov.uk

Provides guidance and information on health and social care policy.

Directory of Social Change

24 Stephenson Way

London

NW1 2DP

Tel: 020 7209 1015

www.dsc.org.uk

A major provider of publications, training courses and conferences for the voluntary and community sector.

Disability Rights Commission

DRC Helpline

FREEPOST MID02164

Stratford upon Avon

CV37 9BR

Tel: 08457 622 633

www.drc-gb.org

Provides advice and information to disabled people, employers and service providers and produces policies and publication on disability issues; rights and good practice.

Disclosure Service

www.disclosure.gov.uk

Provides an umbrella body search facility to allow organisations to find local organisations that will process CRB checks on their behalf.

Dunstable Town Council

Grove House

76 High Street North

Dunstable

Bedfordshire

LU6 1LF

Tel: 01582 890611

Email: helen.sygrove@dunstable.gov.uk

The Community Development Officer will assist you in developing a Vulnerable Adults Policy when applying for Town Council grants.

Health and Safety Executive

HSE Books

PO Box 1999

Sudbury

Suffolk

CC10 3WA

Tel: 01787 881165

www.hse.gov.uk/pubns

HSE produces a number of publications on the subject of Health and Safety in the workplace.

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 01625 545700

www.informationcommissioner.gov.uk

Provides guidance and information to help organisations achieve compliance with the Data Protection and the Freedom of Information Acts.

Useful Addresses

London Voluntary Service Council

356 Holloway Road

London

N7 6PA

Tel: 020 7700 8107

www.lvsc.org.uk

LVSC provides practical support, advice, information and training to voluntary organisations in London.

Nacro

169 Clapham Road

London

SW9 0PU

Tel: 020 7582 6500

www.nacro.org.uk

Nacro works with ex-offenders, disadvantaged people and deprived communities, finding practical solutions to reducing crime.

NCVO Publications

National Council for Voluntary Organisations

Regent's Wharf

8 All Saints Street

London

N1 9RL

Tel: 020 7713 6161

www.ncvo-vol.org.uk and www.askncvo.org.uk

Provides information, advice and support by representing the views of the voluntary sector to government and policy-makers. Askncvo is their online best practice resource.

NSPCC Publications

Weston House

42 Curtain Road

London

EC2A 3NH

Tel: 020 7825 7422

www.nspcc.org.uk/inform

NSPCC is the UK's leading charity specialising in child protection and the prevention of cruelty to children.

Police - Dunstable

Dunstable Police Station

West Street

Dunstable

Bedfordshire

LU6 1SJ

Police - Houghton Regis

Houghton Regis Police Station

Sundon Road

Houghton Regis

Bedfordshire

LU5 5LN

Police - Leighton Buzzard

Leighton Buzzard Police Station

Hockliffe Road

Leighton Buzzard

Bedfordshire

LU7 3FG

Tel: 01582 401212 if your concern relates to a vulnerable adult in South Bedfordshire. In an emergency dial 999.

Useful Addresses

Social Services - Dunstable

Vernon Place
Dunstable
Bedfordshire
LU5 4EZ

Tel: 01582 665861
www.bedfordshire.gov.uk

Discuss any concerns you may have regarding the welfare and wellbeing of vulnerable adults in South Bedfordshire.

Social Services - Leighton Buzzard

Team for Older People
Bassett Road Clinic
Leighton Buzzard
Bedfordshire
LU7 7AR

Tel: 01525 381775
www.bedfordshire.gov.uk

Discuss any concerns you may have regarding the welfare and wellbeing of vulnerable adults aged 65+ in Leighton/Linslade and surrounding areas.

Solihull Borough Council

www.solihull.gov.uk/wwwss/adultab.htm

Downloadable fact sheet on Vulnerable Adults at Risk from Harm.

Volunteering England

Regents Wharf
8 All Saints Street
London
N1 9RL

Tel: 0845 305 6979
www.volunteering.org.uk

Volunteering England offers a wide range of services and resources designed to help and support everyone who works with volunteers.

Voluntary and Community Action South Bedfordshire

Bossard House
West Street
Leighton Buzzard
Bedfordshire
LU7 1DA

Tel: 01525 850559
Email: mail@action-southbeds.org.uk

Provides advice, guidance, consultancy and training on a range of, volunteering, organisational, management and development issues. It can offer one-to-one support to voluntary organisations and community groups in South Bedfordshire wishing to develop a Vulnerable Adults Policy. It also has a wide range of information sheets and an extensive reference library of printed publications and videos relating to vulnerable adults.