

Safeguarding Vulnerable Adults Procedure

The Designated Safeguarding Lead: Charlotte Hailey-Watts
(Learning and Public Programme Manager)

The Deputy Safeguarding Lead: Stephanie Fuller (CEO/ Director)

Please contact learning@ditchlingmuseumartcraft.org or call 01273 844744 if
you require this information in a different format

Organisation: Ditchling Museum of Art + Craft

Name of Governing Body: Ditchling Museum Trust

Date of Last Review: January 2023

Date at which this policy is due for review: January 2024

Contents

Guidance on Identification of abuse

Types of Abuse

Signs and Symptoms of Abuse

Procedure for reporting suspicions or allegations of abuse

What to do if a person makes a disclosure

Handling allegations, disciplinary and grievance procedures against staff, volunteers or freelance tutors

Safeguarding Important Contacts List

Record keeping, information sharing and confidentiality

Recruitment

Filming and Photography

Risk assessment guidance for explicit/emotive exhibition content

Safeguarding Vulnerable Adults Policy and Procedure Declaration of Understanding and Agreement

Appendices (See document Vulnerable adult safeguarding procedure appendices)

Appendix 1. Non accidental injury (NAI) diagram

Appendix 2. Photo Consent Form

Appendix 3. Easy Read Photo Consent Form

This document outlines guidance and a process to follow in the instance that there is a Safeguarding Concern around a Vulnerable Adult.

Guidance on Identification of abuse

Everyone who works or has contact with Vulnerable Adults, should be able to recognise, and know how to act on, evidence that a Vulnerable Adult's Mental or Physical health is, or may be at risk, and especially when they are suffering, or at risk of suffering, significant harm.

This procedure relates to any Vulnerable adult over 18 years who is at risk of significant harm.

It is important to acknowledge that you may come across a vulnerable adult at any time, not only during the course of outreach projects or work with specific groups of vulnerable people.

Ditchling Museum of Art + Craft recognises that:

- Abuse of vulnerable adults is non-discriminatory and occurs in all socio-economic groups and in all ethnic groups/cultures and across all genders.
- Stereotyping and assumptions do not protect Vulnerable Adults. Each concern should be seen on an individual basis. There are many different reasons an adult may be defined as 'vulnerable'.
- Different cultural norms and ethnic traditions differ and should be recognised, respected and understood, however in the instance that they put a Vulnerable Adult at risk or against UK laws this must be treated like any other safeguarding concern.
- Somebody may abuse a Vulnerable Adult by inflicting harm or by **failing to prevent** harm- this is known as neglect.
- Abuse may take place online, this could for example, be via a Vulnerable Adult's Phone.

Staff, volunteers and freelancers should recognise that some Vulnerable Adults may be more at risk of abuse than others. These include:

- Those living with ill health, Learning Disabilities, Mental Health Issues or Substance Misuse.
- Those with lack of mental capacity who may rely on support with decision making
- Those who are physically dependant on others or living in supported accommodation.
- Survivors of previous abuse

Types of Abuse

The table below advises on types of abuse a Vulnerable adult may experience

Physical
May involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a vulnerable adult.
Neglect
The persistent failure to meet a vulnerable adult's basic physical and / or psychological needs where they are dependant. This is likely to result in the significant impairment of the vulnerable adult's health or development.
Self-Neglect
This involves a vulnerable adult being unable, or unwilling, to care for their own essential needs, including their health or surroundings. This in itself could be a sign that an adult is being abused.
Domestic Violence and Abuse
Psychological, physical, sexual, financial or emotional abuse, by someone who is a family member or is or has been, in a close relationship with the person being abused.

Sexual

Activities involving physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving vulnerable adults in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

It is important to recognise that this can also occur digitally e.g. via social media and networking platforms like Facebook, Tik Tok, etc and includes grooming. Grooming is the action of preparing a vulnerable adult for a meeting, with the intention of committing a sexual offence.

Psychological or emotional

Causing adverse effects to a vulnerable adult's emotional health and wellbeing that may range from making unacceptable demands on a vulnerable adult in relation to their age or capabilities, making a vulnerable adult feel frightened or in danger, or telling a vulnerable adult that they are worthless or unloved.

It is important to recognise that this can also occur digitally eg. via social media and networking platforms. For example via "trolling", a type of online bullying.

Financial or Material Abuse

Financial or Material abuse is abuse concerning money, property or belongings.

This can include:

- Borrowing money and not giving it back
- Stealing money or belongings
- Taking pension payments or other benefit away from someone
- Taking money as payment for coming to visit or spending time together
- Forcing someone into scams or bad investments

Discriminatory Abuse

Forms of harassment, mistreatment and threats based on person's race, age, culture, gender, gender identity, religion, sexuality, physical or learning disability/ neurodivergence, or mental-health needs. Discriminatory abuse can also be known as 'hate crime'.

Modern Slavery

This can take the forms of human trafficking (trading humans as material goods), slavery, a person being forced to work for little or no pay (including in

the sex trade), being held against their will, tortured, abused or treated badly by others.

Organisational Abuse

This includes neglect and poor provision in a care setting such as a hospital or care home, or in a person's own home. This may be a one-off incident, repeated incidents or on-going ill-treatment of a single person or entire group of people.

Signs and symptoms of abuse

There is no clear dividing line between one type of abuse and another. The following section is divided into four areas to help categorise what may be seen or heard. Vulnerable adults may show symptoms from one or all of the categories.

We have focused on the symptoms most likely to be observed in the types of work the Museum do onsite and offsite but there are many more.

This should not be used as a checklist: staff, volunteers and freelance tutors should be aware of anything unusual displayed by the vulnerable adult.

This list is not exhaustive and the presence of one or more of the above is NOT conclusive proof that abuse is actually taking place.

If more information is needed on the signs and symptoms of abuse of a vulnerable adult please consult East Sussex Safeguarding Adults Board's advice here: <https://www.eastsussexsab.org.uk/what-is-safeguarding/types-of-abuse/>

For signs of non-accidental physical abuse you can also refer to **Appendix 1**.

Physical abuse

- Bruises in places that are not usually harmed in normal day-to-day life
- Bruise or marks consistent with either straps or slaps.
- Aggression towards others.
- Unexplained injuries or burns – particularly if they are recurrent.

Neglect

- Exposure to danger/lack of supervision.
- Inadequate/inappropriate clothing.
- Constant hunger.
- Poor standard of hygiene.
- Evidence of untreated illnesses.

Self-Neglect

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Inability or unwillingness to take medication or treat illness or injury

Psychological or Emotional abuse

- Vulnerable adult seems unusually tearful, angry or withdrawn
- Change in presentation (ie usually outgoing adult becomes very aggressive/defensive/ quiet)
- Lowered self-esteem
-

Sexual abuse

- Inappropriate language and/ or artwork content
- Wariness on being approached.
- Soreness in the genital area.
- Difficulty in walking or sitting.
- Recurrent tummy pains or headaches.

Financial or Material abuse

- Missing possessions
- Unexplained lack of money

Discriminatory abuse

- The person appearing withdrawn and isolated
- Demonstrating anger, frustration, fear or anxiety

Signs that may be observed in the behaviour of others towards an individual (ie. in an offsite setting):

- Lack of respect shown to an individual

- Signs of a sub-standard service being offered to a person

Modern Slavery

- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers

Organisational abuse (likely to be primarily witnessed within a care setting)

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Sensory deprivation, for example not providing hearing aids or spectacles
- Poor record-keeping and missing documents, including an absence of individual care plans
- Inappropriate staffing levels / lack of supervision and training

Procedure for reporting suspicions or allegations of abuse

This is the process that should be followed if there is any concern around a vulnerable adult.

Any incident or allegation of suspected abuse, however minor, should be reported in the first instance to the Safeguarding Lead Charlotte Hailey-Watts or failing this the Deputy Safeguarding Lead Stephanie Fuller, whose contact details are on the Contacts List on the Policy Document.

- In the unlikely instance the Safeguarding Lead or Deputy Safeguarding is not available, another senior member of staff (management level) should be contacted.

- In the absence of both the Safeguarding lead and a senior member of staff, direct contact should be made with **Single Point of Advice (SPoA)** at East Sussex County Council or the Police by the most senior member of staff on site. The referral form is available here: <https://www.eastsussex.gov.uk/social-care/worried/report>
- If the situation is clearly an urgent case and the vulnerable adult is very frightened or there are serious doubts about the vulnerable adults's safety, Ditchling Museum of Art + Craft will contact the East Sussex Single Point of Advice (SPoA) or the Police immediately.
- If your concerns are more general about a vulnerable adult's welfare then these need to be discussed with the Safeguarding Lead in the first instance, who will then make a referral to the Single Point of Advice (SPoA).
- It is important that staff, volunteers and freelance tutors communicate concerns accurately.

Staff, volunteers and freelancers should follow the procedures below:

- Always REFER never INVESTIGATE any suspicions or allegations about abuse.
- Maintain confidentiality unless deemed an emergency in which case you should ideally explain to the vulnerable adult that you have to tell someone.
- It is extremely important that any allegations are not discussed (unless absolutely necessary) as any breaches could be damaging to both the vulnerable adult and to any investigation that may follow.
- Any requests for information from members of the public (including parents/carers) or the media should be directed to a designated member of staff and should be given the 'no comment' response.

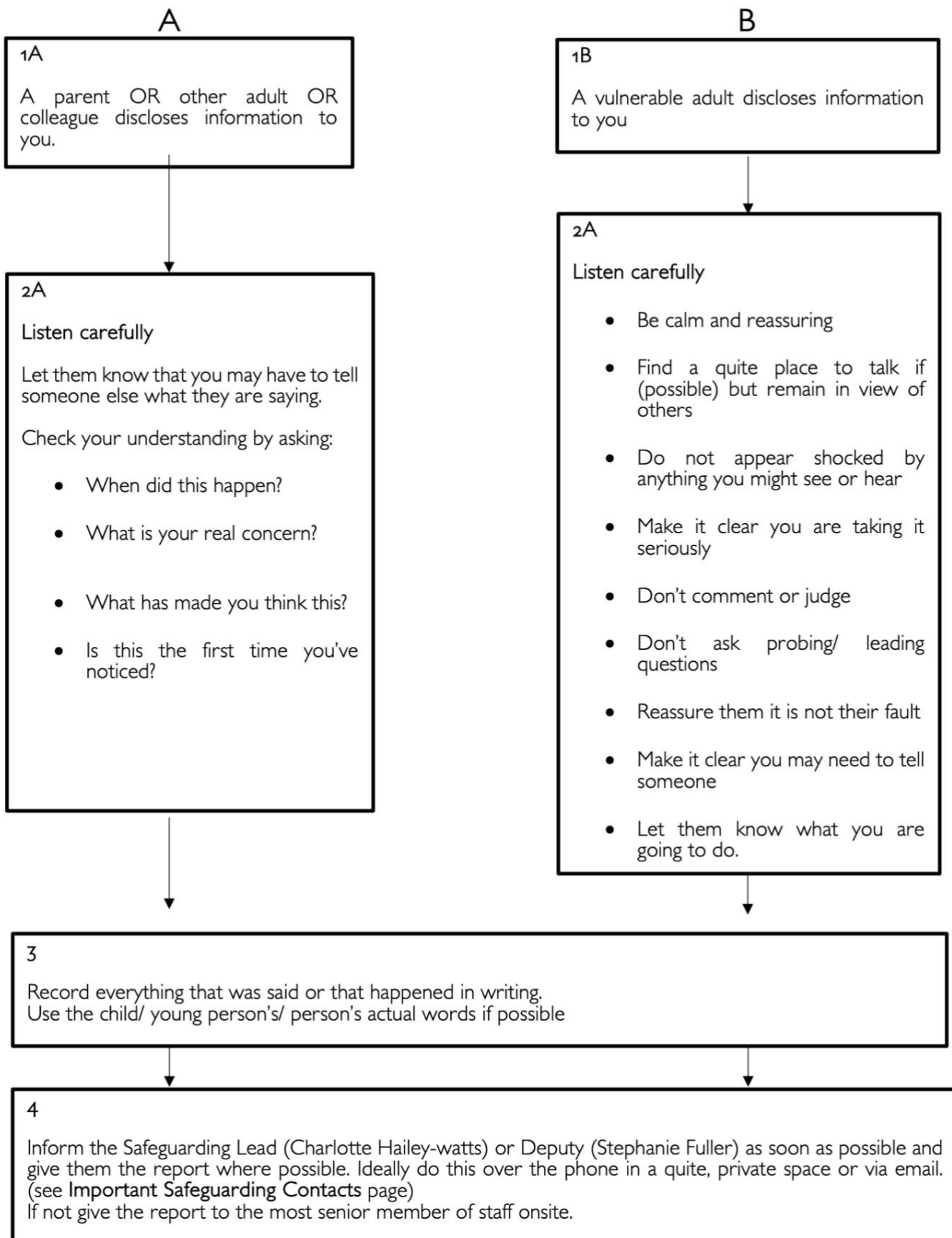
Remember the 5 Rs is you see or hear anything that concerns you.

- **RECOGNISE** Be aware and don't ignore it.
- **RESPOND** Act quickly if you are worried about a Vulnerable adult's safety.
- **REPORT** Speak to your Safeguarding Lead or Deputy as soon as you can.
- **RECORD** Make a note of what was said, what you saw, Complete an *East Sussex statement of referral form* if a member of the safeguarding team is unavailable
- **REFER** Pass on concerns to relevant agencies.

IF THE CONCERN IS ABOUT A VULNERABLE ADULT FROM A CARE SETTING THE LEAD OR DEPUTY WILL CONTACT THE MANAGER WITHOUT DELAY. IF THE CARE SETTING IS IMPLICATED, THE LEAD OR DEPUTY WILL CONTACT THE DUTY AND ASSESSMENT TEAM WITHOUT DELAY FOR ADVICE.

What to do if a Vulnerable Adult Makes a Disclosure

A disclosure may be made verbally but it can also be made through behaviour or even through artwork or creative writing by a vulnerable adult.
Below is a process you can follow in the instance you think a disclosure could be being made:



Handling allegations, disciplinary and grievance procedures against staff, volunteers or freelance tutors:

- We are mindful that the procedures named above may confuse the next appropriate steps to take, and when a complaint has been made with regards to any inappropriate or poor practice, we will discuss the situation with Single Point of Advice (SPoA) and or LADO (Local Authority Designated Officer) before making an open decision about the best way forward.
- It is the responsibility of the Safeguarding Lead and/or deputy to ensure that these procedures are rigorously adhered to.
- In the case that the lead is implicated, the deputy should be informed.
- In the exceptional circumstances that both are involved, it is vital to contact Single Point of Advice (SPoA) directly.
- Do not trust or investigate. As a member of staff, volunteer or tutor it is important not to lose focus of your role. By reporting an allegation quickly, any necessary investigations and/or judgement can then be made by trained professionals.
- Maintain confidentiality. It is extremely important that any allegations are not discussed (unless absolutely necessary) as any breaches could be damaging to both the child and to any investigation that may follow.
- Any requests for information from members of the public (including parents) or the media should be directed to a designated member of staff and should be given the 'no comment' response.
- With regards to disciplinary and grievance procedures, we are very clear that we will take no steps until we have fully discussed and agreed a strategy with Single Point of Advice (SPoA) and/or the Police. Any investigation will override the need to implement any such procedures.

Safeguarding Important Contacts List:

The Safeguarding Lead is:

Charlotte Hailey-Watts, Learning & Programme Manager

Phone: 01273 844744/ Option 5

Email: learning@ditchlingmuseumartcraft.org.uk

The Deputy Safeguarding Lead is:

Stephanie Fuller, CEO/ Director

Phone: 01273 844744 Option 6

Email: steph@ditchlingmuseumartcraft.org.uk

The Trustee/Senior Lead for Safeguarding is:

Email: pjones@woodnet.org.uk

Adult Social Care East Sussex County Council (Adult Services)

Phone: 0345 60 80 191 / 01273 335 277

Email: ESSAB.Contact@eastsussex.gov.uk

8am to 8pm 7 days a week including bank holidays

Online Safeguarding Concern Form:

<https://www.eastsussex.gov.uk/social-care/worried/report>

Police	101
Police (Emergency)	999

Emergency Duty Service for East Sussex & Brighton & Hove (outside office hours)

01273 295555

Local Authority Designated Officer (LADO), East Sussex County Council

Phone:07825 782793/ 01323 466606

Email: amanda.glover@eastsussex.gov.uk

Recruitment

We will ensure our staff, volunteers and freelance tutors are carefully selected, screened, trained, and supervised.

We will do this by:

- Obtaining full personal details and CVs with particular relevance to previous work with vulnerable adults
- Take two written references (Staff)
- Where possible meet and insist that any appointment, where staff has regular (more than once a week) encounters with vulnerable adults, that they will only be confirmed subject to a satisfactory Disclosure and Barring Service (DBS) check at the appropriate level.
- Meeting the applicant in person for all staff, freelancer and volunteer roles
- Setting an appropriate induction period (usually 3 months) to assess the individual's suitability to the position through observation and discussion and raising any problems that arise during this period
- Providing employees, volunteers and freelancers with all safeguarding Policies and Procedures, the 'Equality & Diversity Policy', the 'Health and Safety Policy' and where appropriate the 'Volunteer Policy'. Employees must sign a declaration to say that they have read and understood the policy.

- Providing opportunities to discuss areas of concern around work programmes with Ditchling Museum of Art + Craft staff.
- Reviewing the appointment every 6 months.
- Renewing DBS checks every three years where a DBS check is required.
- Informing employees of any changes to our policies.

During employment

- Staff, volunteers and freelancers must co-operate fully with any request made or action taken by Ditchling Museum of Art + Craft related either to the above-named policies.
- Renew or taking additional training as requested by the Safeguarding Lead.

Reasons for not appointing an applicant/discontinuing employment may include

- History of previous offences against children/vulnerable adults.
- History of offences that are unsuitable when working with vulnerable adults, i.e: drugs or violence.
- Unsuitable references.
- Unsuitable behaviour during employment.
- Failure to disclose relevant information.
- Inability to do the job.

Filming and Photography and Vulnerable Adults

- Parental/carer permission must be sought for all photographs of vulnerable adults who are not deemed to have capacity. Those who are will sign their own consent forms. An Easy Read version is available.
- Ensure those who are taking photographs are Ditchling Museum of Art + Craft members of staff or designated persons recognised by Ditchling Museum of Art + Craft members of staff allocated for the role.
- Ensure if you are taking pictures of vulnerable adults that you have identified yourself to the parents/carers, event organiser and/or facility owner.
- Make sure that consent has been given verbally and for the person/ carer to confirm this by completing a Photograph Consent Form
- Press photographers must be asked to show ID when they arrive and should be refused permission to photograph if they fail to provide ID.
- Press photographers have their own photograph permission policy and it may be possible to obtain a copy by contacting their relevant press office.
- If possible, warn participants in advance that photographs may be taken through a disclaimer on flyers and posters and at reception points.

