



Vulnerable Adult Policy

2023-2024

Shapeshifter Productions Ltd is committed to ensuring that vulnerable peoples who use our services are not abused and that working practices minimise the risk of such abuse.

1. Definition

Vulnerable adults are people who are over 18 years of age and are getting or may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and unable to protect themselves from harm or exploitation by other people.

Abuse can include: physical, financial, material, sexual, psychological, discriminatory, emotional abuse and neglect. Abuse can take place in any setting, public or private, and can be perpetuated by anyone.

Safeguarding vulnerable adults is a part of the wider role of safeguarding and promoting welfare. This refers to the activity which is undertaken to protect specific vulnerable adults who are suffering or are at risk of suffering significant harm.

'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.'

Care and Support Statutory Guidance, Department of Health, updated February 2017

Volunteers, staff and trustees have a duty to identify abuse and report it.

The key objectives of this policy are for all trustees, employees and volunteers of Shapeshifter productions to:

- have an overview of adult safeguarding
- be clear about their responsibility to safeguard adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk.

2. Policy Statement

Shapeshifter adheres to following the six key principles that underpin safeguarding work (See Care Act guidance)

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

As one of its major activities Shapeshifter Productions seeks to serve the needs of vulnerable adults, promoting holistic development. In doing so we take seriously the welfare of all vulnerable adults who are involved in our activities. We aim to ensure that they are welcomed into a safe, caring environment with a happy and friendly atmosphere.

We recognise that:

- Safeguarding and promoting the welfare of vulnerable adults – and in particular protecting them from significant harm - depends upon effective joint working between agencies, carers and professionals that have different roles and expertise.
- Some of the most vulnerable adults and those at greatest risk of social exclusion, will need co-ordinated help from health, education, social care, and quite possibly the voluntary sector and other agencies, including justice services.
- For those vulnerable adults who are suffering, or at risk of suffering significant harm, joint working is essential, to safeguard and promote their welfare and – where necessary – to help bring to justice the perpetrators of crimes against them.

We will seek to keep vulnerable adults safe by:

- be alert to potential indicators of abuse or neglect;
- be alert to the risks which individual abusers, or potential abusers, may pose to vulnerable adults;
- share and help to analyse information so that an assessment can be made of the individual's needs and circumstances;
- contribute to whatever actions are needed to safeguard and promote the individual's welfare;
- take part in regularly reviewing the outcomes for the individual against specific plans; and
- work co-operatively with family and/or other carers unless this is inconsistent with ensuring the individual's safety.

3. Support to Volunteers and Staff

We recognise that it is the responsibility of each one of our staff, paid and unpaid, to prevent the neglect, physical, sexual or emotional abuse of vulnerable adults and to report any abuse discovered or suspected.

We recognise our responsibility to implement, maintain and regularly review procedures, which are designed to prevent and to be alert to such abuse.

We are committed to supporting, resourcing and training those who work with vulnerable adults and to providing supervision.

The volunteers and staff reporting of incidents of suspected or potential abuse may find that the victim and/or the other responsible adult concerned are upset and angry. Other support may take the form of support provided by work colleagues or support or counselling provided by an outside body if required.

Volunteers and staff themselves may also be the subject of an allegation of abuse. While support will be offered, Shapeshifter Productions Ltd will ensure that Social Services are given all the assistance pursuing any investigation. Suspension and or discipline may be implemented.

4. Procedures

Trustees, staff and volunteers at Shapeshifter Productions who have any adult safeguarding concerns should:

1. Respond

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services
- Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct a mini-investigation
- Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this.

2. Report

- Name the person to whom staff/volunteers need to report any potential safeguarding concerns. This will usually be the organisation's designated safeguarding lead (see above)

3. Record

- The information should be recorded on Shapeshifter Productions' incident form or by email to the organisation's safeguarding lead.
- As far as possible, records should be written contemporaneously, dated and signed.
- Keep records about safeguarding concerns confidential and in a location where the alleged abuser will not have access to the record. Access should not be given to any unauthorised person for accessing confidential information including the sharing of passwords.
<https://www.smilingssessions.com/privacy/>

4. Refer

In making a decision whether to refer or not, the designated safeguarding lead should take into account:

- the adult's wishes and preferred outcome
- whether the adult has mental capacity to make an informed decision about their own and others' safety
- the safety or wellbeing of children or other adults with care and support needs
- whether there is a person in a position of trust involved
- whether a crime has been committed

This should inform the decision whether to notify the concern to the following people:

- the police if a crime has been committed and/or
- Waltham Forest's Access & Advice Team (part of adult social services) for possible safeguarding enquiry

- relevant regulatory bodies such as Care Quality Commission, Ofsted, Charities commission
- service commissioning teams
- family/relatives as appropriate (seek advice from adult social services)

Alison Jones, who is the designated safeguarding lead should keep a record of the reasons for referring the concern or reasons for not referring.

Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will also assist in recognising any patterns.

As soon as Adult Social Services becomes involved, a 4-stage safeguarding adults process is followed. For more information about this 4-stage safeguarding adults process, refer to the London Safeguarding Adults Procedures.

5. Suspect Abuse by a member of Shapeshifter Productions Ltd Volunteer and Staff

Where a member of staff or volunteer is suspected of abuse, the following action should be taken:

- Alison Jones of Shapeshifter Productions Ltd should interview the member of staff or volunteer with a witness present.
- Alison Jones of Shapeshifter Productions Ltd should make arrangements for interviewing the suspected victim. This should be done with (Name of Organisation) the volunteer or staff member, too and with support for the victim present.
- The purpose of the meeting is not to investigate but to establish whether there are grounds for the allegation.

6. Confidentiality

Confidentiality is crucial to all our work and relationships and Shapeshifter Productions Ltd confidentiality policy should be adhered to. The welfare of vulnerable adults is paramount and takes precedence over it.

Confidentiality may not be maintained if the withholding of information will prejudice the welfare of the adult.

7. Recruitment and Selection

Shapeshifter Productions is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks reduce the risk of exposing adults with care and support needs to people unsuitable to work with them.

Best practice for safe recruitment of trustees, volunteers and staff requires;

- checking work history via a CV or application form (and asking for explanations for any gaps in employment),
- taking up two references,
- checking identity documents,
- face-to-face interview.

Best practice guidelines and induction packs must be followed for all trustees, volunteers and staff working at Shapeshifter Productions and partner organisations even if direct contact with vulnerable adults is not part of their role.

8. Approaches to safeguarding adults during Pandemic

Shapeshifter Productions will develop new ways of connecting to people – our team of musicians can use creative ways to connect with people where the risk of seeing them face-to-face is not reasonable. Shapeshifter Productions creative team will work on digital capabilities to support this.

Our website / app is a fantastic tool for our beneficiaries, including vulnerable adults, to keep singing and stay in contact with people. However, internet can also expose them to abuse and crime. Shapeshifter Productions think about safety when using the internet and will give some tips to our partners and beneficiaries to protect them from internet fraud.

9. Contact Information

Designated safeguarding lead:

Name: Alison Jones

Phone/email: 0207 097 1409 / alison@shapeshifter-productions.com

Deputy safeguarding lead:

Name: Violaine Bailleul

Phone/email: 078 4373 9099 / violaine@shapeshifter-productions.com

Trustee/Senior lead for safeguarding and vulnerable adult protection

Name: Joanna Nolan

Phone/email: 0207 097 1409 / info@shapeshifter-productions.com

Allegation of the alleged abuse which occurred when the person is over 18 years old falls under the Protection of Vulnerable Adults and needs to be reported to the local Social Services at First Response Team North, 47 Gainsford Road, London E17 6QB.

10. Monitoring and Policy Review

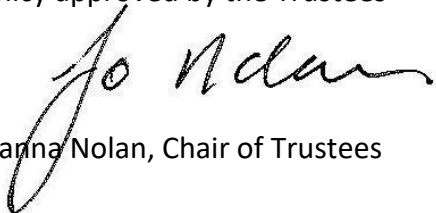
The Board of Trustees will monitor the following Safeguarding aspects:

- Safe recruitment practices
- DBS checks undertaken (to be undertaken prior to the appointment of a Trustee or volunteer and every five years afterwards)
- Monitoring whether concerns are being reported and actioned
- Checking that policies are up to date and relevant
- Reviewing the current reporting procedure in place
- Presence and action of Chairman and Secretary responsible for Safeguarding are in post

This policy is the responsibility of Shapeshifter Productions and is subject to annual review.

1st April 2023

Policy approved by the Trustees



Joanna Nolan, Chair of Trustees

Shapeshifter Productions Ltd,

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