

# Manor Park and Hempstead Fields Residents' Association Good Neighbour Scheme



## Safeguarding a Policy Statement

All members of Manor Park and Hempstead Fields Residents' Association Good Neighbour Scheme whether volunteers or committee members have a duty to safeguard vulnerable people who use the scheme and anyone with whom they may come into contact through the scheme.

They should respond to any concerns they may have regarding the physical, sexual, emotional or psychological safety of a vulnerable person or concerns relating to discriminatory or financial violation or exploitation of a vulnerable person.

This policy is in place to protect all vulnerable persons regardless of gender, ethnicity, disability, sexuality, religion or faith.

### Principles

The welfare of the vulnerable adult is paramount and is the responsibility of everyone. All vulnerable adults and children, without exception, have the right to protection from abuse, whether physical, verbal, sexual, bullying, exclusion or neglect. Bullying, shouting, physical violence, sexism and racism towards anyone will not be permitted or tolerated.

### Policy Statement

1. No volunteers or committee member will have unsupervised access to vulnerable adults unless they have been through the safe recruitment procedure (see below).
2. All suspicions or allegations of abuse will be taken seriously and dealt with speedily and appropriately.
3. All staff and volunteers need to be aware of this policy and vulnerable adult issues, and should be offered introductory training.
4. These policies and procedures will be reviewed annually and updated as appropriate in the interim periods.

### Safe Recruitment

All volunteers must undergo enhanced DBS security vetting and provide the Secretary, or in their absence the Chairman, of the Manor Park and Hempstead Fields Residents Association with a copy of the result. Periodically the Association will offer free training in safeguarding matters.

### Reporting Incidents

The nominated Vulnerable Adult representative (the Secretary) will have responsibility for reporting concerns that arise, as a matter of urgency, to the local authority Child Protection and Vulnerable Adult lead agency. The representative may choose to have a confidential discussion with others in order to clear up any misunderstandings or to corroborate and support any suspicions before reporting a concern to the lead agency. If the nominated person is unavailable any member of the Association's committee may act in their place.

The nominated person should:

- know when and who to notify at Adult Social Care (see Appendices A and B)
- know who to contact in Adult Social Care for advice and referrals (see Appendix B)
- know about helplines and other sources of help for children and young people and vulnerable adults
- ensure that there is an environment in which volunteers have the opportunity to raise any child protection or vulnerable adult protection concerns.

## Appendix A

### Guidelines for responding to abuse or suspicion of abuse

#### DO

- Do treat any allegations extremely seriously and act at all times towards the person as if you believe what they are saying.
- Do tell the person they are right to tell you.
- Do reassure them that they are not to blame.
- Do be honest about your own position, who you have to tell and why.
- Do tell the person what you are doing and when, and keep them up to date with what is happening.
- Do take further action – you may be the only person in a position to prevent future abuse – tell your nominated person immediately.
- Do write down everything said and what was done (see notes on recording).
- Do seek medical attention if necessary.
- Do inform carers unless there is suspicion of their involvement.

#### DON'T

- Don't make promises you can't keep.
- Don't interrogate the person – it is not your job to carry out an investigation – this will be up to the police and social services, who have experience in this.
- Don't cast doubt on what the person has told you, don't interrupt or change the subject.
- Don't say anything that makes the person feel responsible for the abuse.
- **Don't Do Nothing** – make sure you tell your nominated safeguarding person immediately – they will know how to follow this up and where to go for further advice.

## Appendix B

### Contacting Adult Social Care

#### To:

- report abuse or neglect, or
- get support for a carer

Phone: **0345 60 80 191**, 8am to 8pm 7 days a week including bank holidays