

VULNERABLE PERSON'S PROTECTION POLICY FOR THE VIABLES COMMUNITY ASSOCIATION

STATEMENT OF INTENT

The Viables Community Association is concerned to safeguard the wholeness and the well-being of every person in our community. It is the responsibility of each one of us to prevent the physical, sexual or emotional abuse of every member of our community, and particularly the abuse of those most vulnerable among us.

It is the duty of all those who work with vulnerable people to prevent harm and abuse of every kind, and to report any abuse discovered or suspected.

POLICY STATEMENT

The Viables Community Association will:

- Hold a register of every vulnerable person involved with the trustees and the groups for which they are directly responsible, including relevant medical details, and have a contact name and number close to hand in case of emergencies, in line with data protection and GDPR.
- Treat everyone equally.
- Remember that some issues are confidential.
- Provide an example they would wish others to follow.
- Consider activities which involve more than one adult being present, or at least within sight and hearing of others at all times and make adjustments where reasonable
- Be aware that someone else might misinterpret our actions, even if they are well-intentioned.
- Respect a vulnerable person's right to personal privacy.
- Provide time for vulnerable people to talk to us.
- Encourage vulnerable people to respect and care for others.
- Take action to stop any inappropriate verbal or physical behaviour.
- Ensure vulnerable people are collected after meetings have finished. Only share concerns and seek support from those identified in the group's Vulnerable Person's Protection Policy.
- Complete the vetting checklist when recruiting volunteers and staff.

GUIDANCE NOTES

At all times, volunteers and staff must:

- Acknowledge the age group they work with.
- Never trivialise or exaggerate abuse of vulnerable people issues.
- Allow vulnerable people time to speak, and not interrupt nor make suggestions to them which could imply making an investigation.
- Reassure the vulnerable person that they are glad he/she has related what has happened and that it was right to tell.
- Not interrogate or question other than to clarify their understanding. If the matter is to be investigated further it will be done by trained professionals. No matter how well the volunteers or staff know the vulnerable person, they should spare him/her having to repeat him/herself over and over again. Apart from anything else, the vulnerable person may begin to think that he/she is not believed.

- Be honest. Tell the vulnerable person that the issue cannot be kept a secret.
- Remain calm, no matter how difficult it is to listen to vulnerable people. Think of how hard it must be for them to speak out. Some things are very difficult to talk about – you've been chosen because the vulnerable person feels he/she can talk to you. If you show anger, disgust or disbelief then the vulnerable person may stop talking, for fear of upsetting you further. Or they may feel that your negative feelings are being directed towards them.
- Listen to the vulnerable person. Take what they say seriously. Tell them that they've done the right thing by telling you.
- As soon as practical write down everything the vulnerable person told you but remember that this is a confidential matter between you and the vulnerable person. The only person you should discuss it with is the committee member for your organisation who has agreed to act as monitor for vulnerable people protection issues.

RECRUITMENT OF VOLUNTEERS AND STAFF

It is the Viables Community Association's responsibility to discuss and decide upon the checks required for all new volunteers and staff who will have substantial access to vulnerable people. These will include taking up two written references and follow up telephone calls, and will include a check from the Disclosure and Barring Service (DBS) to ensure safe recruitment decisions.

The Viables Community Association will decide on an individual basis whether volunteers and staff have substantial access to vulnerable people.

A volunteer or member of staff could be considered to have substantial access if he/she:

- Has one-to-one contact with vulnerable people. If, however, the volunteer or member of staff is under close supervision at all times, the access may not be considered substantial.
- Is in an isolated situation with a vulnerable person.
- Has regular contact with vulnerable people. The more regular the contact, the stronger the relationship that may be formed, which could then be exploited.
- Is involved in overnight care. If so, the volunteer or member of staff must be fully vetted.

RESPONSIBLE OFFICER/S

Everyone within Viables Community Association has a responsibility to be aware of vulnerable people protection issues.

Luan Squire, Centre Manager, is Designated Safeguarding Officer and your first point of contact should a concern arise.

Nicola Hicken, Trustee, has agreed to monitor vulnerable people protection. She is responsible for ensuring that:

- Viables Community Association's Policy is up to date.
- The Policy is available for viewing.
- All volunteers and staff are aware of the Policy and have read and understood it.
- All volunteers and staff know who the Social Care contact is.
- All volunteers and staff have to hand the telephone numbers of both Social Care and Police.

All referrals are to be discussed thoroughly by the statutory agencies prior to any action being taken.

OUR POLICY

Viables Community Association recognises that vulnerable people protection should not be treated in isolation.

It will address the recruitment and selection of staff and volunteers who will have substantial access to vulnerable people by doing the following:

- 1.1 Viables Community Association accepts its responsibility as a group to check that all adults with substantial access to vulnerable people have been appropriately vetted.
- 1.2 Viables Community Association will ensure that every new volunteer or member of staff who is to have substantial access to vulnerable people completes a Personal Profile Form (Annex A).
- 1.3 Viables Community Association will make a request for previous addresses on job application forms.
- 1.4 Viables Community Association will ask for the names of two referees who will be prepared to provide a written reference for every new member of staff who is to have substantial access to vulnerable people.
- 1.5 Viables Community Association will interview prospective volunteers who are to have substantial access to vulnerable people.
- 1.6 Viables Community Association will note at interview all previous experience of volunteers and staff in working with vulnerable people.
- 1.7 Viables Community Association will carry out a probationary period of at least three months, for staff and all volunteers who are to have substantial access to vulnerable people.

The Association believes that every vulnerable person has at all times and in all situations a right to feel safe and protected from any situation or practice that results in a vulnerable person being physically or psychologically damaged. If Viables Community Association has suspicions about a vulnerable person's physical, sexual or emotional well-being, it will take action.

All volunteers and staff are encouraged to share concerns with the Association's committee member who has agreed to monitor vulnerable people protection issues. If the situation is clearly an urgent case, the vulnerable person is too frightened to go home, or if Viables Community Association has very serious doubts about the vulnerable person's safety, it will contact Social Services or the Police immediately. If the Association's concerns are more general about a vulnerable person's welfare, it will discuss these with the group's vulnerable person's protection monitor. He or she will then make a referral to Social Care, who will make the necessary arrangements. It is important that all volunteers and staff communicate concerns accurately. To this end, volunteers and staff will follow the procedures below:

- A. Upon suspicions or receipt of any information from a vulnerable person, record what they have seen, heard or know accurately, at the time the event occurs.
- B. Share their concerns with the monitor for the group and agree the action to take.
- C. Always refer, never investigate, any suspicions or allegations about abuse.

Area Social Care Office

Vertex, Chineham Court, Lutyens Close, Basingstoke, RG24 8AG

0300 555 1390

Police Station

Northern Police Investigation Centre
Jays Close, Viabes Business Park, Basingstoke RG22 4BS 01962 841534

Social Care Services - Adults

Adult Services 0300 555 1386 or out of hours
0300 555 1373
Adult.services@hants.gov.uk

Social Care Services - Children

During office hours (8.30am to 5:00pm) - you should contact **Children's Services on 0300 555 1384**

Out of Hours – Children’s services
Phone 0300 555 1373 (public and professionals)

PERSONAL PROFILE FORM

1. **Name of Organisation: (if applicable)** _____

2. **Personal Details:**

Title: _____ **Forename:** _____ **Surname:** _____

Address: _____

_____ **Postcode:** _____

Occupation: _____ **Currently Employed:** **YES/NO**

3. **Qualifications/Training** – If you have undertaken any training in caring for vulnerable people (including children) please enter the details below

Date(s)	Title of Qualification/Training	Subjects Studied	Course Length	Name of Organisation

4. **Experience** – Please give details of experience of working with vulnerable people (including children)

Where Worked	In What Capacity	Between Which Dates

Other Comments: _____

5. **Referees** – Please provide the names and addresses of TWO responsible persons for reference purposes. Referees should not be related to you and, where possible, should have knowledge of your ability to care for or be in the proximity of vulnerable people. All references will be taken up. (Employees only)

Referee 1

Referee 2

Name: _____

Name: _____

Address: _____

Address: _____

_____ Postcode: _____

_____ Postcode: _____

6. **Declaration** – I have read and understood the Association's:

Vulnerable Person's Protection Policy

Child Protection Policy

Volunteer's Policy

Health and Safety Policy

Safeguarding Policy

and agree to confidential vetting procedures. I agree to inform the Association of any change in circumstances.

Signed: _____ Date: _____

RECRUITMENT CHECKLIST

Viables Community Association

Name of Organisation: _____**Name of Volunteer/Employee:** _____

This checklist and a Vulnerable Person's Protection Personal Profile Form must be completed for all new volunteers/employees Association who have substantial access to vulnerable people.

	YES	NO
1. Have you explained the need for vetting to the potential volunteer/employee?	<input type="checkbox"/>	<input type="checkbox"/>
2. Have you given the volunteer/employee an opportunity to read your Vulnerable Person's Protection Policy and discussed any issues arising out of this with him/her?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you set up a personnel file for the potential volunteer/employee?	<input type="checkbox"/>	<input type="checkbox"/>
4. Has the volunteer/employee completed a Vulnerable Person's Protection Personal Profile Form? <i>(please attach the completed form to this checklist)</i>	<input type="checkbox"/>	<input type="checkbox"/>
5. Have you carried out appropriate vetting?	<input type="checkbox"/>	<input type="checkbox"/>
6. Were the results satisfactory?	<input type="checkbox"/>	<input type="checkbox"/>
7. Have you taken up two written references? (Employees only) <i>(please attach the references to this checklist)</i>	<input type="checkbox"/>	<input type="checkbox"/>
8. Has the above individual been approved as a volunteer/employee with your Association? <i>(you must be able to answer YES to questions 1-8 above before you sign this form)</i>	<input type="checkbox"/>	<input type="checkbox"/>

Signed: _____**Date:** _____**Name (in block capitals):** _____**Position held in Association:** _____