



Safeguarding Vulnerable Adults Policy

1. Aim of policy

- 1.1 The purpose of this policy is to highlight that safeguarding vulnerable adults at risk of neglect and abuse is everyone's responsibility and that VIVID has an important role to play. This policy also highlights VIVID's legal obligations in the management and reporting of adult safeguarding.

2. Scope of policy

- 2.1 This policy is organisational wide and applies to all VIVID employees, board members, volunteers, contractors or managing agents providing services for or on behalf of VIVID.
- 2.2 This policy is specifically for the safeguarding vulnerable adults at risk of neglect and abuse as defined under the Care Act 2014.

3. Policy statement

- 3.1 Safeguarding Vivid are in contact with vulnerable adults at risk throughout their day to day activities and are required through law, their regulator and their organisational objectives to have clear policies and procedures on Safeguarding and working with local agencies. These requirements are detailed within this policy.
- 3.2 The Care Act 2014 states that local authorities must promote wellbeing when carrying out any of their adult care and support functions. Wellbeing is a broad concept and relates to areas which include protection from abuse and neglect, personal dignity and control, physical, emotional and mental health, suitable accommodation and domestic and social wellbeing.
- 3.3 Local authorities have the lead responsibility for safeguarding adults. Their role is to ensure that there is a local Safeguarding Adult Boards (see below), that they provide services to people who need care and support and that they respond to concerns about harm and abuse. Adult services directors and lead councillors play a leadership role in safeguarding across councils, organisations and communities.
- 3.4 Safeguarding Adult Boards (SABs) are the lead agencies with responsibility for co-ordinating safeguarding and conducting case management and reviews. They will have expertise in handling cases of abuse, providing support and counselling to victims and assisting the police with any criminal investigations.
- 3.5 The police and criminal justice system take a lead where a crime is suspected. The police also have a key role in promoting community safety (working with Community Safety.
- 3.6 Partnerships). Police and Crime Commissioners act to ensure that their force is effectively offering protection and access to justice for adults in need of care and support. The police are also statutory members of the SAB.
- 3.7 A vulnerable adult at risk may become at risk of abuse because of their needs for care and support (whether or not the local authority is meeting those needs) and is experiencing,

or at risk of abuse and neglect. As a result of those needs, they are unable to protect themselves from either the risk of, or the experience of, abuse and neglect. This may include their ability to communicate or making known their wishes and needs.

- 3.8 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 Act Statutory Guidance 2016).
- 3.9 VIVID takes its legal obligations in adult safeguarding seriously and recognises the need to meet its legal obligations to ensure, wherever possible, that a proactive organisational wide approach to safeguarding is adopted.
- 3.10 Sections 42-47 and 68 of the Care Act defines Safeguarding adults, provides a definition of adults at risk, details the roles and responsibilities of a range of organisations and how they must work together to respond to adult safeguarding concerns. This includes Registered Providers.
- 3.11 The Act sets out a statutory basis for safeguarding adults and the legal duties that local authorities will have to fulfil in their lead and coordination roles. The supporting Statutory Guidance on adult safeguarding replaces previous 'No Secrets' official guidance.
- 3.12 As a Registered Provider, VIVID are not statutory partners under this act but are obliged to:
- attend and provide information for Local Safeguarding Adults Boards if necessary (although not a statutory requirement). Housing providers will also be asked to participate in relevant Safeguarding Adult Reviews;
 - co-operate with local authorities in enquiries of suspected adult safeguarding concerns - these may result in VIVID acting to protect the adult from any actual or risk of abuse or neglect as part of a safeguarding plan;
 - have a safeguarding policy and procedure;
 - keep clear and accurate records of adult safeguarding allegations, responses and actions, then share these with appropriate organisations when in the best interest of the vulnerable adult;
 - have safe recruitment practices and training relevant to safeguarding;
 - have a safeguarding lead for the organisation

4. Responsibilities

- 4.1 VIVID will aim to protect and maintain customers' safety and wellbeing through their approach to safeguarding vulnerable adults at risk. VIVID will achieve this by working with partners to apply its policy standards to the six principles as defined in the Care Act 2014 Statutory Guidance (empowerment, prevention, proportionality, protection, partnership and accountability) which underpin safeguarding work.
- 4.2 In undertaking its role to report and manage adult safeguarding, VIVID will:

- Ensure employees are aware of this policy and relevant procedures;
- Ensure employees are aware of the signs and indicators of abuse;
- In the course of providing services to adults, identify abuse where it is reasonable to do so;
- Alert the appropriate agency where there is an adult safeguarding issue;
- Keep records of safeguarding concerns and appropriately supervise staff;
- Share information with other organisations in line with the Data Protection Act and General Data Protection Regulation using agreed protocols;
- Recruit staff appropriately;
- Review safeguarding cases and learn from these reviews to ensure that safeguarding is managed within a culture of continuous improvement;
- Put in place performance measures;
- Raise awareness of safeguarding with customers

4.3 Whilst safeguarding responsibilities sit with all staff, the responsibility structure at VIVID is as follows:

- VIVID's Board has duties in the scrutiny and oversight of safeguarding matters. The Board has designated the Head of Neighbourhoods as the lead on safeguarding at VIVID.
- The Head of Neighbourhoods chairs a Safeguarding Group that meets quarterly and is made up of cross departmental managers/leads. The Group's responsibility includes ensuring that policies and procedures and infrastructure are fit for purpose and followed and reviewing a log of incidents, good practice and ensure lessons are learnt.
- All departmental managers are responsible for ensuring that safeguarding matters are reported to the Head of Neighbourhoods and that safeguarding is effectively managed within their area of responsibility. VIVID will ensure that the safeguarding group members are clear about their safeguarding responsibilities and their role in promoting the welfare of vulnerable adult.
- Where there is a case involving death or serious harm of a service user or vulnerable resident, a serious case review will be conducted to identify whether there were any failings on our part, and if so, establish what lessons could be learnt and any actions to rectify and failures. In these instances, the Board shall be informed and kept updated with regards to the outcomes of any reviews that take place. The safeguarding lead will report to the Board on an annual basis to highlight the general activities of the group in that year and highlight any concerns as and when appropriate.

4.4 Strategic and Operational Lead

The Head of Housing Operations is VIVID's strategic and operational adult safeguarding lead.

The role of the strategic and operational lead is to:

- Ensure that any changes to legislation or good practice lead to corresponding policy and procedure updates;

- Ensure that VIVID provides appropriate resource each year to adequately train and supervise staff managing and/or reporting safeguarding concerns;
- Notify the Board Lead in the event of a serious case review and report to the Board on an annual basis;
- Report to the Audit and Risk Committee on a regular basis;
- Review the adult safeguarding policy on an annual basis and ensure that other policies have regard to adult safeguarding as appropriate;
- Work with Learning and Development to ensure that processes are in place to ensure staff training is undertaken for new staff within 12 weeks of their start date and refreshed every two years or earlier if there are significant changes to legislation or good practice which result in changes to VIVID's policy and procedures;
- Review the content of the training to ensure that it is fit for purpose and delivered appropriately having regard for value for money;
- Lead internal quarterly review meetings and maintain records;
- Report to the Executive Leadership team on at least a quarterly basis in relation to the number of safeguarding cases and any issues of note;
- Ensure that systems are in place to accurately and appropriately record and monitor safeguarding cases;
- Set objectives in relation to adult safeguarding;
- Measure VIVID's performance in relation to adult safeguarding;
- Promote awareness and understanding of safeguarding within the organisation;
- Work with external organisations as appropriate in relation to adult safeguarding

4.5 Operational Deputies

There will be four safeguarding deputies. These will be the: Tenancy Support Manager, Customer Experience manager, Tenancy Enforcement Manager and Neighbourhoods Manager.

The role of the operational deputies is to:

- Write and review adult safeguarding procedures and ensure other procedures have regard to adult safeguarding as appropriate;
- Ensure that relevant staff record and report adult safeguarding cases in accordance with procedures;
- Ensure that staff are appropriately supervised;
- Ensure that safeguarding is regularly discussed at team meetings and in one to one meetings;
- Set staff objectives in relation to adult safeguarding;
- Attend quarterly safeguarding review meetings;
- Attend external multi agency meetings representing VIVID;
- Promote safeguarding within the organisation

4.6 Recording and Reporting

4.6.1 All VIVID staff have a duty to record and report adult safeguarding concerns in accordance with the organisation's procedures and guidance. All concerns relating to safeguarding must be recorded.

4.7 Training

- 4.7.1 VIVID will ensure that staff across the organisation receive training to give them an understanding of adult safeguarding and enable them to fulfil the requirements of VIVID policy and relevant procedures.
- 4.7.2 Training will be appropriate to individual roles and the requirements of these roles in relation to adult safeguarding. Training will be refreshed every two years or earlier if there are significant changes to legislation or good practice which result in changes to VIVID policy and procedures.
- 4.7.3 VIVID will also provide training to board members, volunteers and contractors as appropriate.

4.8 Staffing

- 4.8.1 VIVID will ensure that staff are appropriately recruited to roles and will ensure relevant role recruitment procedures include a DBS check. This check will be repeated at three yearly intervals.
- 4.8.2 Support will be provided to staff dealing with safeguarding cases where necessary, including confidential counselling if appropriate.
- 4.8.3 Staff will be given guidance around professional boundaries when working with adults with care and support needs, and this will be made clear within VIVID's safeguarding procedures.
- 4.8.4 Where VIVID receive an allegation about a member of staff that constitutes an adult safeguarding issue, an investigation will be conducted in accordance with the disciplinary policy and procedure and a safeguarding referral made to the appropriate local authority. When allegations of this nature are received the member of staff may be suspended pending the outcome of the investigation.
- 4.8.5 VIVID has a whistleblowing policy and this will be followed in relation to allegations made by concerned members of staff about the conduct of a member of staff, contractor or board member.

4.9 Multi Agency Approach

- 4.9.1 VIVID recognises its role in adult safeguarding as one that supports the functions of statutory agencies, including local authorities and the police.
- 4.9.2 VIVID will ensure that records are kept of appropriate referral agencies. These records will be reviewed regularly to ensure they are up to date.
- 4.9.3 VIVID will attend multi agency meetings to review adult safeguarding cases including the Safeguarding Adults Board (SAB) where appropriate to do so. Due to the number of local authority areas that VIVID operates in it will not be possible or appropriate to send representation to all meetings across all areas of operation. Areas will be prioritised according to stock numbers. However, contact will be made to all local authority

safeguarding boards across our areas of operation to ensure that they are aware VIVID's policy and relevant contact details to enable information sharing to take place or to make a specific request that VIVID attend a meeting.

4.10 Information sharing

4.10.1 VIVID will share information with other agencies appropriately and in accordance with the Data Protection Act and the General Data Protection Regulation.

4.10.2 Information sharing agreements will be put in place and regularly reviewed to ensure that they are fit for purpose and legislatively compliant. VIVID will only share information without an information sharing agreement being in place where there is an immediate risk of harm or criminal activity is taking place.

4.11 Contractors

4.11.1 Contractors delivering services on behalf of VIVID will be obliged to report concerns about adult safeguarding to VIVID in accordance with the contract of engagement.

4.11.2 VIVID will provide appropriate training on an annual basis to our main contractors who have access to our customers' homes to enable them to spot the signs of abuse or neglect.

4.11.3 All contracts to deliver services in VIVID properties or other activities where there is contact with VIVID customers will contain clauses that oblige the contractor to adhere to this policy.

4.11.4 Where existing contracts do not contain these clauses, VIVID will look to vary the terms of the contract at the earliest opportunity.

4.12 Properties Managed by Others

4.12.1 Where arrangements are in place for VIVID owned properties to be managed by a third party for housing management, support, care or other services, the agent will be required to demonstrate how it manages safeguarding appropriately.

4.12.2 This requirement will be included in all future leases and management agreements and existing agreements will be amended include these clauses at the earliest opportunity.

4.13 Raising Awareness

4.13.1 VIVID will raise awareness of adult safeguarding with customers in partnership with appropriate agencies.

4.14 Perpetrators of Abuse

4.14.1 Where allegations are substantiated, VIVID will consider legal action and sanctions against perpetrators of abuse who are tenants. Abuse and neglect will not be tolerated.

4.14.2 Where appropriate, VIVID will refer perpetrators of abuse to the relevant support agencies.

5 Statutory requirements

5.1 The adult safeguarding legal framework includes:

- Care Act 2014
- Equalities Act 2010
- The Modern Slavery Act 2015
- Deprivation of Liberty Safeguards (DoLs 2007)
- The Human Rights Act 1998
- Disclosure and Barring Service
- Family Law Act 1996
- Sexual offences Act 2003
- Female Genital Mutilation Act
- Domestic Violence Crime and Victims Act 2004
- Homelessness Act 2002
- Data Protection Act 1998
- General Data Protection Regulation 2016
- Anti-Social Behaviour, Crime and Policing Act 2014
- Care Standards Act 2000

6 Related policies

6.1 Policies and procedures which must reference this policy include but are not limited to:

- Child Safeguarding policy
- Adult Safeguarding procedure
- Antisocial behaviour policy
- Arrears prevention and management policy
- Domestic abuse policy
- Allocations policy
- Data Protection policy
- Recruitment policy and procedures
- Whistleblowing policy
- Staff code of conduct
- Procurement policies and procedures
- Disciplinary policy and procedures

7 Monitor and review process

7.1 The success of this policy will be monitored in the following ways:

- Review of cases on a quarterly basis by VIVID's safeguarding group;
- Reporting to the Executive Leadership team and the Audit and Risk Committee;
- Annual reporting to Board;
- Outcomes and recommendations following Serious Case Reviews

Author	Owner	Date approved	Review date
Margaret Dodwell	Derek Streek	April 2018	