



AchieveAbility lone working and safeguarding policy

All NMH tutors should be fit and capable of carrying out the assigned task.

They should be appropriately qualified and experienced to carry out the tasks

Possess a mobile telephone (and make the number available to at least 1 other colleague)

Have been DBS (Disclosure & Barring Service) checked.

Have completed suitable induction training and demonstrated

A professional body for NMH working accredits them

In person (face to face)

Lone workers should be vigilant at all times. The lone worker will:

- Talk in accessible tones – the word can sometimes be uncomfortable for some people)
- Listen empathetically
- Speak clearly and check for understanding
- Avoid emotional responses
- Be kind
- Maintain an appropriate physical distance from the service user

Incident reporting

Following any incident or near miss (a near miss is an event not causing harm, but has the potential to cause injury or ill health in slightly different circumstances), it is important that an incident report is completed. This will allow the Lead safe guarder at AchieveAbility to conduct an investigation of the incident and to liaise with the university safe guarding lead (or multi agencies) to support measures and make any reasonable changes necessary to reduce the risk of a recurrence.

Remote working

Remote working can take place by email, telephone or video link using only the platforms agreed by AchieveAbility. Tutors may use the following: Zoom, Skype, Microsoft Teams, Google Classroom, or WhatsApp video calls.

The tutor should ensure that no other members of their own household are in the room when they are conducting a session and that they conduct video lessons from an appropriate area. AchieveAbility can provide a neutral background.

Sessions should be delivered at a mutually agreed time followed up with an email confirmation with the student.

If rescheduling is necessary for exceptional reasons this should be noted within 24 hours the rescheduled session time must be confirmed by email to the NMH tutor. Otherwise the cancelled session will be charged

Recording is permitted by AchieveAbility for personal use only

Tutors and students have the right at all times to be safeguarded and to respect each other. If that mutual respect is not fulfilled then this may become a safeguarding concern and will be reported to the designated lead for this policy.

Confidentiality

All support sessions will take place with confidentiality in mind. However if there is a safeguarding concern then this needs to be reported to the designated lead for remote working or for onsite work and all parties notified. Safeguarding issues are outlined in the policy below

Safeguarding

Policy Statement

AchieveAbility is committed to practice which protects vulnerable adults from harm. Volunteers and tutors in this organisation accept and recognise our responsibilities to develop awareness of the issues which cause vulnerable adults harm. AchieveAbility works with adults over 18 years old

This policy is based on the following principles:

- The welfare of the vulnerable adult is paramount
- All vulnerable adults, whatever their age, culture, disability, gender, language, racial origin religious beliefs and/or sexual identity have the right to protection from abuse
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
- All staff (paid/unpaid) have a responsibility to report concerns to the Designated Person with responsibility for vulnerable adult protection.

- Staff/volunteers are **not** trained to deal with situations of abuse or to decide if abuse has occurred.

Definition of a “vulnerable adult”

Anyone aged 18 years or over who may need support..

Abuse can include:

- physical,
- financial,
- material,
- sexual,
- psychological,
- discriminatory,
- emotional
- neglect.

Abuse can take place in any setting, public or private, and can be perpetrated by anyone. Volunteers, staff and Trustees have a duty to identify abuse (**record**) and report it.

We will aim to safeguard vulnerable adults by:

- Adopting safeguarding guidelines through procedures and a code of conduct for staff and volunteers.
- Sharing information about safeguarding and good practice with service users including vulnerable adults, staff and volunteers.
- Sharing information about concerns with agencies who need to know, and involving vulnerable adults appropriately.
- Carefully following the procedures for recruitment and selection of staff and volunteers.

1. Support and Training

We are committed to ensuring that all our relevant team members undertake safeguarding training.

2. Supervision of activities

Before any activity starts, the Designated Person shall ensure that adequate service user protection procedures are in place.

We will aim to protect vulnerable adults from abuse and our team members from false allegations by adopting the following guidelines:

Vulnerable Adult Protection:

- Our team members will record any unusual events on the accident/incident form or in the daily diary if not confidential.
- As our tutors work on a one-to-one basis with some vulnerable adults, it may be necessary to be alone with that person during the study sessions however all tutors are enhanced DBS checked.
- However our staff and volunteers are absolutely discouraged from touching in circumstances where an adult or vulnerable person is alone.
- All team members should treat all vulnerable adults with dignity and respect in their attitude, language and actions.

Concerns about suspected abuse

- Any suspicion that a vulnerable adult may be abused by either a member of staff or a volunteer should be reported to the Designated lead Person, who will take such steps as considered necessary to ensure the safety of the vulnerable adult in question The Designated person will refer the allegation to the university safe guarding team
- If the Designated lead Person is the subject of the suspicion/allegation, the report must be made to the appropriate Manager or Chair who will refer the allegation to the appropriate Services.such as the university safe guarding team

3. The Procedure

What to do if you suspect that abuse may have occurred

You must report the concerns immediately to the designated lead person.

The role of the designated lead person is to:

- Obtain information from staff, volunteers, vulnerable adults who have safeguarding concerns and to record this information.
- Assess the information quickly and carefully and ask for further information as appropriate.

- The designated person should make a referral to a statutory vulnerable adult protection agency or the police without delay or the University Safeguarding team

Suspicious will not be discussed with anyone other than those nominated above.

It is the right of any individual to make direct referrals to vulnerable adult protection agencies. If for any reason you believe that the designated persons have not responded appropriately to your concerns, then it is up to you to contact the vulnerable adult protection agencies directly.

If a vulnerable adult makes a disclosure of abuse

- Make notes as soon as possible (ideally within 1 hour of being told). You should write down exactly what the vulnerable adult has said and what you said in reply and what was happening immediately before being told (i.e. the activity being delivered).
- You should record the dates, times and when you made the record. All hand written notes should be kept securely.
- You should report your discussion with the designated person as soon as possible. If this person is implicated you need to report to the second designated person.
- You should under no circumstances discuss your suspicions or allegations with anyone other than those nominated above.
- After a vulnerable adult has disclosed abuse the designated persons should carefully consider whether or not it is safe for a vulnerable adult to return home to potentially abusive situation. On these rare occasions it may be necessary to take immediate action to contact Social Services to discuss putting safety measures into effect.

Allegations of physical injury or neglect

If a vulnerable adult has a symptom of physical injury or neglect the designated person will:

1. Contact multi agency teams in cases of deliberate injury or concerns about the safety of the vulnerable adult. Where emergency medical attention is necessary it will be sought immediately. The designated person will inform the university safe guarding team of any suspicions of abuse.

5.6. Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse the designated person will:

1. Under no circumstances is the designated person to attempt to carry out any investigation into the allegation or suspicions of sexual abuse. Whilst allegations or suspicions of sexual abuse should normally be reported to the designated person, their absence should not delay referral to Social Services.

5.7. Responding to a vulnerable adult making an allegation of sexual abuse

- Secrets- it is important not to make promises that you may not be able to keep. Do not say that you will keep what the vulnerable adult is about to tell you as confidential, before the person has confided in you, as you may have a duty to share it with others.
- Stay calm, listen carefully to what is being said. Always take what they say seriously and make them feel that you believe what they say
- Find an appropriate early opportunity to explain that it is likely that the information will need to be share with others-do not promise to keep secrets.
- Allow the vulnerable adult to continue at his/her own pace.
- Ask questions for clarification only and at all time avoid asking questions that suggest a particular answer.
- Under no circumstances should a question be led
- Reassure the vulnerable adult that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information will be shared.
- Record in writing what was said using the person's own words as soon as possible, note the date, time, any names mentioned, to whom the information was given and ensure that the record is signed and dated.

Any safeguarding concerns which also arise during remote working and face to face should be dealt with and referred to the Designated Leads of AchieveAbility

THE DESIGNATED PERSONS ARE:

Richard Pitts

Kevin Maskell

ORIGINAL