



Safeguarding of Vulnerable Adults Policy Mayfield & Five Ashes Community Services (MAYFACS)

Policy statement

- The welfare of the vulnerable adult is paramount.
- All 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 quickly and appropriately.
- All staff/volunteers working for MAYFACS has a responsibility to report concerns to the appropriate officer.

Policy aims

The aim of this Safeguarding of Vulnerable Adults Policy is to promote good practice and to ensure all staff/volunteers make an informed and confident response to specific vulnerable adult protection issues.

The following information aims to help all staff/volunteers to recognise abuse and know what to do should they be concerned that a vulnerable adult known to them is being or has been abused.

Who is a vulnerable adult?

A vulnerable adult is any person aged 18 or over who is or may be in need of community care services because of disability, age or illness, and who:

- is or may be unable to take care of themselves, or
- is unable to protect themselves from significant harm or exploitation.

Vulnerable adults could include older people, people with a visual or hearing impairment, physical disability, learning disabilities or mental health problems and people living with a long term illness.

What is abuse?

Abuse is a violation of an individual's human and civil rights by another person or persons.

- It may consist of a single act or repeated acts.
- It may be planned or unplanned.
- It may be the result of deliberate intent, negligence or ignorance.
- It may happen when a vulnerable adult is persuaded to enter into a transaction to which they have not consented or cannot consent.

Abuse can take many forms:

- Physical abuse – for example, hitting, pushing, shaking, over medicating or otherwise causing physical harm.
- Sexual abuse – for example, unwanted touching, kissing or sexual activity, or where the vulnerable adult cannot or does not give his or her consent.
- Psychological / emotional abuse - including verbal abuse, intimidation, isolation, humiliation, bullying or the use of threats.
- Financial abuse – theft, exploitation, the illegal or improper use of a person's money, property, pension book, bank account or other belongings.
- Neglect - the repeated deprivation of help that a vulnerable adult needs which, if withdrawn, will cause him or



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her to suffer.

- Discriminatory abuse - including racist or sexist abuse, and abuse based on a person's disability and other forms of harassment, slurs or similar treatment.

Where can abuse happen?

Abuse can take place in any setting:

- In their own home
- In the home of someone else
- In a residential or nursing home
- In a day centre, adult education centre or other establishment
- In a hospital or GP surgery
- At work
- In a public place
- At an organised activity

Who abuses?

The person responsible for the abuse may or may not be familiar to the abused but can often be well known to the adult being abused. They may be:

- A relative, friend or neighbour
- A paid or volunteer carer
- A professional worker
- Another resident or service user
- An occasional visitor or service provider

What should you do?

- It is not the responsibility of anyone working for MAYFACS either in a paid or unpaid capacity, to decide whether or not a vulnerable adult is being abused or that abuse has taken place. However, there is a responsibility to act on any concerns.
- Talk to the person in a safe and private place.
- Listen sensitively but be careful not to ask leading questions. Try not to show you are shocked.
- Find out what the person wants and explain that you will discuss the situation with the Manager and/or a Trustee.
- Contact the Manager and/or Trustee who will refer the allegation to the social services department, who may involve the police.

What you should not do

- Do not confront the person you think is responsible for the abuse
- Do not destroy any evidence
- Do not start to investigate the situation
- Do not be judgemental
- Do not make any promises you cannot keep
- Do not take the allegations lightly or dismiss them



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Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only.

Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

Information for social services or the police about suspected abuse

To ensure that this information is as helpful as possible, a detailed record should always be made at the time of the disclosure/concern, which should include the following:

- The vulnerable adult's name and date of birth.
- The vulnerable adult's home address and telephone number.
- Whether or not the person making the report is expressing their own concerns or those of someone else.
- The nature of the incident. Include dates, times, any special factors and other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Also any indirect signs, such as behavioural changes.
- Details of witnesses to the incidents.
- The vulnerable adult's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Have any carers/relatives been contacted?
- If so, what has been said?
- Has anyone else been consulted? If so, record details.
- Has anyone been alleged to be the abuser? Record details.

What will happen next?

What happens next will depend on the wishes of the person and the seriousness of the situation. If they are in physical danger, ensuring their safety will be most important.

In response to the referral, trained staff will carry out a careful and sensitive enquiry. Information and advice will be offered so that the person and their family can make an informed choice, care will be taken to support and protect them.

Where there is a complaint against a member of staff or volunteer there may be three types of investigation:

- A criminal investigation
- An adult protection investigation
- A disciplinary or misconduct investigation

The results of the police and an adult protection investigation may well influence a disciplinary investigation, but not necessarily.

POLICY No.
01

DATE POLICY REVIEWED/REVISED: *MAY 2021*

DATE FOR NEXT REVIEW: *May 2024*

TRUSTEE SIGNATURE: *Lucy Firrell*

TRUSTEE NAME (Print): *LUCY FIRRELL*



CHILD PROTECTION POLICY Mayfield & Five Ashes Community Services (MAYFACS)

Mayfield & Five Ashes Community Services (MAYFACS) acknowledges the duty of care to safeguard and promote the welfare of children and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and charity commission requirements.

The policy recognises that the welfare and interests of children are paramount in all circumstances. It aims to ensure that regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation, socio-economic background, all children:

- have a positive and enjoyable experience volunteering with MAYFACS or participating in an activity organised by MAYFACS
- are protected from abuse whilst participating in volunteering or participating in any activities run by MAYFACS (ie: Toddler groups; intergenerational projects)

MAYFACS acknowledges that some children, including disabled children and young people or those from ethnic minority communities, can be particularly vulnerable to abuse and we accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy MAYFACS will:

- promote and prioritise the safety and wellbeing of children and young people
- ensure that volunteers under 18 are chaperoned by an appropriate DBS checked and suitably trained adult during their volunteering activities
- ensure that all our activities for children or young people are led by appropriate DBS checked adults and that appropriate risk assessments are undertaken
- ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people
- ensure appropriate action is taken in the event of incidents/concerns of abuse and support provided to the individual/s who raise or disclose the concern
- ensure that confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- prevent the employment and recruitment of volunteers who are unsuitable individuals
- will not place a child or young person with an unsuitable individual in either a volunteering role or within an activity
- ensure robust safeguarding arrangements and procedures are in operation.

The policy and procedures will be widely promoted and are mandatory for everyone involved in MAYFACS. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Monitoring

The policy will be reviewed yearly or in the following circumstances:

- changes in legislation and/or government guidance
- as a result of any other significant change or event.

POLICY No.
02

DATE POLICY REVIEWED/REVISED: *MAY 2021* DATE FOR NEXT REVIEW: *May 2024*

TRUSTEE SIGNATURE: *Wey Firrell*

TRUSTEE NAME (Print): *Wey Firrell*



Confidentiality Policy

Mayfield & Five Ashes Community Services (MAYFACS)

Introduction

MAYFACS employees and volunteers could be party to personal details and information regarding individuals and organisations that they deal with as part of their work. Our general principle is to reassure users of our services that they are not being judged and that information given will remain confidential and will not be passed to a third party without their permission. Without this assurance some aspects of our work, for example with vulnerable adults, might prove less effective and result in withdrawal from the MAYFACS services.

In some cases, however, there may be areas where judgement must be used in deciding how far to take confidentiality and these guidelines have been prepared to assist staff and volunteers finding themselves in such situations. In all cases where doubt exists as to the best course of action, volunteers should seek advice of MAYFACS employees or trustees.

MAYFACS employees will ensure that confidentiality issues are identified as part of the risk assessment process for new projects.

Examples of disclosure of serious crime

1. In the unlikely event that a service user discloses that they have committed or are about to commit a crime, whilst being aware of a crime is not assisting them, staff and volunteers should be careful not to give any advice or encouragement which could be seen as aiding or abetting an offence.
2. Crimes could include a range of offences including substance abuse, illegal immigration status, benefit fraud, in addition to crimes against the person or property.
3. In the case of terrorist activity, it is an offence to fail to give information which may help to prevent acts of terrorism or apprehend a terrorist. It is also unlawful to withhold information or suspicions concerning money laundering activities resulting from drug trafficking or terrorism. In these cases, information must be passed to the police without exception, with or without the service user's consent. Staff and volunteers should not put themselves or anyone else at risk by seeking to obtain consent where this could prove dangerous.
4. Cases of serious crime including abuse of children or other vulnerable groups. These would include risk of harm to a vulnerable adult, child or young person or their siblings, risk of self-harm by a vulnerable child, young person or adult or there is disclosure of or intention to murder, rape or cause potentially life-threatening harm.

Other crime

In general MAYFACS seeks to protect the confidentiality of service users and build good relationships with them. We do not give advice on legal, financial or benefit matters to individuals, and the main focus of our work is direct or indirect support to people who live in the parish of Mayfield & Five Ashes. This means that staff and volunteers do not normally get involved in situations where crimes or illegal status may be disclosed but if you have concerns about information that a service user is giving you, the best course of action to take is as follows:

- tell them that what they are telling you / or are about to tell you could indicate or mean that the law has been, or is about to be broken
- warn them not to give you any further information and to seek the advice of a lawyer
- that you could be summonsed as a witness where you would be obliged by law to breach confidentiality.
- if appropriate, suggest other possible organisations that could help
- should immediately (or as soon as practically possible) contact the MAYFACS Manager, and failing being able to make contact, then the Chair, or failing to make contact, a member of board of trustees
- If in any doubt as to whether there is an issue to make contact as above

POLICY No.
03

DATE POLICY REVIEWED/REVISED: *MAY 2021*

DATE FOR NEXT REVIEW: *MAY 2024*

TRUSTEE SIGNATURE:

Lucy Firrell

TRUSTEE NAME (Print):

LUCY FIRRELL



Confidentiality Policy

Mayfield & Five Ashes Community Services (MAYFACS)

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I, (Name)..... agree to abide by MAYFACS Confidentiality Policy, which I have read and understood. I will not disclose any personal information that I am party to in my work with MAYFACS.

Signed.....

Date.....



Recruitment of Ex-offenders and Equal Opportunities Policy Mayfield & Five Ashes Community Services (MAYFACS)

Ensuring that **MAYFACS** treats ALL applicants fairly including those who have a criminal record and does not discriminate because of a conviction or other information revealed through the Disclosure and Barring Service (DBS).

Key points

- **MAYFACS** complies fully with the DBS Code of Practice.
- All applicants for employment or as a volunteer are treated fairly.
- **MAYFACS** actively promotes equality of opportunity for all and welcomes volunteers from a wide range of people.
- **MAYFACS** will request an enhanced DBS Disclosure for all staff, trustees, volunteer befrienders, drivers, chaperones and those working with children
- **MAYFACS** keeps all information private and confidential, in accordance with the Data Protection Act.
- **MAYFACS** takes into careful consideration the relevance and circumstances of offences.

1. Introduction

1.1 As an organisation using the DBS Disclosure service to assess applicants' suitability for positions of trust, **MAYFACS** complies fully with the DBS Code of Practice and undertakes to treat all applications for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed.

2. Principles

2.1 **MAYFACS** is committed to the fair treatment of its employees, volunteers, potential volunteers or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

2.2 This policy is available to all applicants upon request.

2.3 **MAYFACS** actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates. **MAYFACS** selects all candidates for interview based on their skills, qualifications and experience. **MAYFACS** actively promotes equality of opportunity for all and welcomes volunteers from a wide range of people.

3. Disclosures

3.1 A DBS Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned in accordance with the key point 4 above.



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3.2 A DBS Enhanced Disclosure will be requested for all staff, trustees, volunteers wishing to become befrienders and drivers and all volunteers working with children without the presence of a MAYFACS employee. Applicants will be informed of this in advance of the application.

3.3 MAYFACS encourages all applicants for paid employment or to become volunteers to provide details of their criminal record at an early stage in the application process. This information will be held by the Manager in strictest confidence.

4. Previous Offences

4.1 MAYFACS requires all applicants for employment or as volunteers to disclose any criminal convictions. The information provided will be treated strictly confidentially. Applicants are required to apply for an enhanced disclosure from the Disclosure and Barring Service if they wish to become a volunteer as described above.

4.2 MAYFACS ensures that all those in MAYFACS who are involved in the recruitment process are suitably advised to identify and assess the relevance and circumstances of offences.

4.3 MAYFACS ensures that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position of volunteer.

4.4 Failure to reveal information means that MAYFACS may not accept an application to become a volunteer.

4.5 Having a criminal record will not necessarily bar individuals from volunteering with MAYFACS. This will depend on the circumstances and background of their offences and the volunteering capacity being sought.

POLICY No. 04	DATE POLICY REVIEWED/REVISED:	DATE FOR NEXT REVIEW: MAY 2024
	TRUSTEE SIGNATURE: <i>Lucy Firrell</i>	
	TRUSTEE NAME (Print): LUCY FIRRELL	



HEALTH & SAFETY POLICY Mayfield & Five Ashes Community Services (MAYFACS)

This is the statement of general policy and arrangements for: Mayfield & Five Ashes Community Services
STATEMENT

The Manager (SHIRLEY HOLLAND) has overall and final responsibility for health and safety and has day-to-day responsibility for ensuring this policy is put into practice.

Statement of General Policy	Responsibility of:	Action/Arrangements (What we are going to do)
Prevent accidents and cases of work-related ill health by managing the health and safety risks in the activities carried out by MAYFACS employees or volunteers.	Manager	Carry out risk assessments of MAYFACS activities outside of the (MAYFACS office) and be aware of other locations being used ie Memorial Hall, Five Ashes Hall and the Scout Hall and the equipment there in. Ensure volunteers know how to operate any equipment correctly. Ensure all drivers are insured and their cars are road worthy.
Provide clear instructions and information, and adequate training, to ensure employees and volunteers are competent to do their work.	Manager	In MAYFACS Office, as above or when using the halls listed above ensure new employees/volunteers are familiar with the halls being used.
Ensure appropriate insurance is in place and up to date for employees, volunteers and users.	Trustees	An appointed trustee responsible liaises with the insurance broker and takes appropriate action to renew the policies each year. He/she also is aware when changes need to be made to the policies.
Engage and consult with employees/volunteers on day-to-day health and safety conditions as and when appropriate.	Manager	Ensure any other MAYFACS employees/volunteers running an activity in one of the halls above is familiar with the halls, where the first aid boxes are and that they are clear how to operate any appliance being used for the benefit of users of the MAYFACS services.
Implement emergency procedures – evacuation in case of fire or other significant incident in accordance with the policies of Mayfield Memorial Hall, Scout Hall and Five Ashes Hall.	Lead Organiser	All emergency procedures are in place for all the venues MAYFACS uses in Mayfield & Five Ashes. Ensure any employees know these procedures when running MAYFACS activities.
Maintain safe and healthy working conditions, provide and maintain office equipment.	Manager	When in the (MAYFACS office), ensure good light; appropriate office furniture; good ventilation; encourage frequent movement from seat; Regularly check electrical equipment belonging to MAYFACS. Electrical equipment belonging to the halls used by MAYFACS will be checked in accordance to their H&S policies.
Health and Safety Law Poster location	Manager	Make people aware of location in each hall being used.



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Statement of General Policy	Responsibility of:	Action/Arrangements (What we are going to do)
First-aid box Location:	Manager	Kitchen of all halls used; make sure lead organiser is aware of location.
Accident Book Location	Manager	Kitchen of all halls used; make sure lead organiser is aware of location
Covid 19 Response During the course of the Covid-19 coronavirus pandemic, it is a requirement that all employees/volunteers are conversant with, and act in accordance with current guidelines of H M Government, in particular those concerning social distancing when visiting and undertaking errands whether in the collecting of medical prescriptions or otherwise.	All staff	All staff will act in accordance with HM Government guidelines; will work at home or if required to be in the office, will work alone. No one will be admitted into the office unless a member of the employee's immediate family. All volunteers have been and will be issued with Volunteer Guidelines on social distancing when carrying out their tasks and any distribution of face masks will be accompanied by guidance of use in accordance with government advice. When working in the office, visitors will be admitted individually. Risk assessments will be updated according to new guidelines.
Reduce contamination To minimise the spreading of the Coronavirus	All staff	Surfaces to be wiped down at the end of the day. Own cups to be used. Desks spread out and windows and door to be kept open to allow air flow during working hours. Employees to not come into the office when unwell and to ask the public not to enter if they are feeling poorly.

POLICY No.
05

DATE POLICY REVIEWED/REVISED:

DATE FOR NEXT REVIEW: **MAY 2024**

TRUSTEE SIGNATURE: *Lucy Firrell*

TRUSTEE NAME (Print): **LUCY FIRRELL**