



Sailship Training and Learning for Life SAFEGUARDING POLICY: VULNERABLE ADULTS	
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SAILSHIP TRAINING AND LEARNING FOR LIFE

SAFEGUARDING VULNERABLE ADULT'S POLICY

To be read in conjunction with

[Care Act 2014](#)

[Mental Capacity Act 2005](#)

[Safeguarding Vulnerable Groups Act 2006](#)

[PREVENT Duty](#)

[SET \(Southend, Essex and Thurrock\) Safeguarding Adults Guidelines \(May 2024\)](#)

Purpose

The purpose of this policy is to outline the duty and responsibility of staff, volunteers and Trustees working on behalf of Sailship Training and Learning for Life (Sailship TLL) in relation to Safeguarding Vulnerable Adults.

All adults have the right to be safe from harm and must be able to live free from fear of abuse, neglect and exploitation.

“Abuse can be something that is done to a person or something that is omitted from being done. It is a violation of an individual's rights and can happen anywhere, including in someone's home, a residential home, a nursing home, a day center or hospital. It can happen once or repeatedly.”

Essex County Council Safeguarding Vulnerable Adults

Objectives

- To explain the responsibilities Sailship TLL and its staff, volunteers and Trustees have in respect of vulnerable adult protection.
- To provide staff, volunteers and Trustees with an overview of vulnerable adult protection.
- To provide a clear procedure that will be implemented where vulnerable adult protection issues arise.

Context

For the purpose of this policy 'adult' means a person aged 18 years or over.



LEGAL FRAMEWORK

Care Act 2014

The Care Act 2014 identifies an 'adult at risk' and defines them as follows:

'An adult at risk of abuse or neglect is defined as someone who has need of care and support, who is experiencing, or is at risk of, abuse or neglect and because of their care needs is unable to protect themselves' The Care Act 2014 s42

This could include people with learning disabilities, mental health problems, older people and people with a physical disability or impairment. It is important to include people whose condition and subsequent vulnerability fluctuates. It may include an individual who may be vulnerable as a consequence of their role as a carer in relation to any of the above.

It may also include victims of domestic abuse, hate crime and anti- social abuse behaviour. The persons' need for additional support to protect themselves may be increased when complicated by additional factors, such as physical frailty or chronic illness, sensory impairment, challenging behaviour, drug or alcohol problems, social or emotional problems, poverty or homelessness.

The Care Act 2014 sets out in one place, local authorities' duties in relation to assessing people's needs and their eligibility for publicly funded care and support.

It sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect, lead a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and stop it quickly when it happens.

Many vulnerable adults may not realise that they are being abused. For instance, a young learning-disabled person, accepting that they are dependent on their family, may feel that they must tolerate having no control of their finances or their physical environment. They may be reluctant to assert themselves for fear of upsetting their carers or making the situation worse.

It is important to consider the meaning of 'Significant Harm'. The Law Commission, in its consultation document 'Who Decides,' suggested that 'harm' must be taken to include not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also 'the impairment of, or an avoidable deterioration in, physical or mental health; and the impairment of physical, intellectual, emotional, social or behavioural development.

The Mental Capacity Act 2005

The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and



want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they must go about this.

Human Rights Act 1998

The Human Rights Act 1998 gives legal effect in the UK to the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR).

PREVENT Duty (revised 2024)

The Prevent duty is a statutory requirement that aims to prevent people from becoming terrorists or supporting terrorism. It was introduced in 2015 by the Counter-Terrorism and Security Act. The Prevent Duty applies to specified authorities, including schools, colleges, local authorities, and the police. The duty requires these organizations to take steps to prevent people from becoming involved in terrorism. The objectives of Prevent are to tackle the ideological causes of terrorism, intervene early to support people susceptible to radicalisation and enable people who have already engaged in terrorism to disengage and rehabilitate.

Public Interest Disclosure Act 1998

The Public Interest Disclosure Act 1998 (PIDA) created a framework for whistle blowing across the private, public and voluntary sectors. The Act provides almost every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice in accordance with the Act's provisions.



ABUSE

What do we mean by abuse?

Abuse of a vulnerable adult may consist of a single act or repeated acts. It may occur as a result of a failure to undertake action or appropriate care tasks. It may be an act of neglect or an omission to act, or it may occur where a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not, or cannot, consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the individual.

Concerns about abuse may be raised and reported to the social services agency as a result of a single incident or repeated incidents of abuse. However, for some clients the issues of abuse relate to neglect and poor standards of care. They are ongoing and if ignored may result in a severe deterioration in both physical and mental health and even death.

Anyone who has concerns about poor care standards and neglect in a care setting may raise these within the organisation, with the regulatory body and/or with the social services agency.

Where these concerns relate to a vulnerable adult living in their own home, with family or with informal carers they must be reported to the social services agency. These reports must be addressed through the adult protection process and a risk assessment must be undertaken to determine an appropriate response to reduce or remove the risk.

Types of Abuse

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented or cannot consent.

Abuse can occur in any relationship, and it may result in significant harm to, or exploitation of, the person subjected to it.

The Care Act 2014 suggests the following as the main types of abuse:

- **Physical abuse** - including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- **Sexual abuse** - including rape and sexual assault or sexual acts to which the vulnerable adult has not consented or could not consent or was pressured into consenting.
- **Psychological abuse** - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion,



harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

- **Financial or material abuse** - including theft, fraud, exploitation, pressure in connection with Wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Neglect and acts of omission** - including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating. D
- **Discriminatory abuse** - including race, sex, culture, religion, politics, that is based on a persons' disability, age or sexuality and other forms of harassment, slurs or similar treatment, hate crime.
- **Institutional abuse** - Institutional abuse although not a separate category of abuse in itself, requires specific mention simply to highlight that adults placed in any kind of care home or day care establishment are potentially vulnerable to abuse and exploitation. This can be especially so when care standards and practices fall below an acceptable level as detailed in the contract specification.
- **Modern Slavery** encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Self-Neglect** covers a wide range of behaviour including neglecting to care for own personal hygiene, health or surroundings and includes behaviour such as hoarding.
- **Domestic abuse** includes psychological, physical, sexual, financial, and emotional abuse perpetrated by anyone within a person's family.

Essex Safeguarding Adults Board also includes the following issues as type of abuse and you can read more on their website [here](#)

- **Female Genital Mutilation (FGM)** is child abuse and an extremely harmful practice with devastating health consequences for girls and women. Adult women suffer the consequences of this form of abuse and may need support.
- **Honour Based Abuse** is an international term used by many cultures for justification of abuse and violence. It is a crime or incident committed in order to protect or defend the family or community 'honour', this may include, forced marriages, honour crimes and genital mutilation.
- **Radicalisation** can be a type of process that causes someone to adopt radical positions on political or social issues. It can lead to extreme behaviour including violence.



Multiple forms of abuse

Multiple forms of abuse may occur in an ongoing relationship or an abusive service setting to one person, or to more than one person at a time, making it important to look beyond single incidents or breaches in standards, to underlying dynamics and patterns of harm. Any or all of these types of abuse may be perpetrated as the result of deliberate intent and targeting of vulnerable people, negligence or ignorance.

Domestic Abuse

The [Domestic Abuse Act 2021](#) states that

“Domestic abuse involves any single incident or pattern of conduct where someone’s behaviour towards another is abusive, and where the people involved are aged 16 or over and = are, or have been, personally connected to each other (regardless of gender or sexuality).”

The abuse can involve, but is not limited to:

- psychological
- physical
- sexual
- financial
- emotional
- violent
- threatening
- controlling
- coercive behaviour.

‘Personal connection’ means the individuals concerned:

- are due to be, are currently, or have been, married or civil partners to each other
- are, or have been, in an intimate personal relationship with each other
- are, or have been, parents (or had a parental relationship) to the same child
- are relatives (the Act gives further definitions of ‘relatives’)

Most research suggests that domestic violence occurs in all sections of society irrespective of race, culture, nationality, religion, sexuality, disability, age, class or educational level.

It is important to recognise that vulnerable adults may be the victims of Domestic Abuse themselves or be affected by it occurring within their household. This is likely to have a serious effect on their physical and mental wellbeing.



Where vulnerable adults are victims of domestic abuse, they may need extra support to plan their future. The violence or threat of violence may continue after a victim has separated from the abuser. It is important to ensure that all the vulnerable people in this situation have appropriate support to enable them to maintain their personal safety.

Reporting Domestic Abuse

A separate Domestic Abuse Protocol is in place between Police, Social Services and Health through Essex Compass. Professionals who are worried that someone is the victim of Domestic Abuse can contact them directly at [Essex Compass](#) or by calling the Essex Domestic Abuse helpline on **0330 333 7 444**

Incidents reported by the police through the domestic abuse protocols will be addressed under the adult protection processes if it is considered that a vulnerable adult may be at risk of abuse.

Children

It is essential that the needs of any children, especially within an abusive or domestic violence situation where there is a vulnerable adult involved, are considered and acted upon. Sailship TLL has a Safeguarding and Child Protection Policy which has advice and guidance and it can be accessed by contacting us directly on **07538 255387** or on our policy page [here](#).

if you have a concern about a child, please contact Sailship TLL Designated Safeguarding Lead – Brie Whittaker (mobile 07587 647440), or the Deputy Designated Safeguarding Lead– Kathy Howard (kitchen@sailship.org.uk). Alternatively, you can contact the local social services Safeguarding Children's team by calling **0345 603 7627** or visiting their website [here](#).

PROCEDURES IN THE EVENT OF A DISCLOSURE

It is important that vulnerable adults are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that a vulnerable adult has been abused.

Promises of confidentiality must not be given as this may conflict with the need to ensure the safety and welfare of the individual.

A full written record shall be made as soon as possible of the nature of the allegation and any other relevant information. This must include information in relation to the date, the time, the



place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

You can do this by using the “**Initial Cause for Concern**” Form at the end of this policy.

Any suspicion, allegation or incident of abuse must be reported to the Designated Vulnerable Adult Protection Lead – Brie Whittaker, or Designated Deputy Vulnerable Adult Protection Lead Kathy Howard on that working day, where possible.

The Designated Vulnerable Adult Protection Lead member of staff shall telephone and report the matter to the appropriate local adult social services duty social worker. A written record of the date and time of the report shall be made, and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant local authority adult social services department within 24 hours.

Staff members are able to report directly to Essex Social Services by calling **0345 603 7630** or by online reporting at the : [safeguarding portal](#)

If there is an emergency call **999** now.

Addressing Allegations of Abuse Appropriately

In the event of an incident or disclosure:

DO

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Listen
- Offer support and reassurance
- Ascertain and establish the basic facts
- Make careful notes and obtain agreement on them
- Ensure notation of dates, time and persons present are correct and agreed
- Take all necessary precautions to preserve forensic evidence
- Follow correct procedure
- Explain areas of confidentiality; immediately speak to your manager for support and guidance
- Explain the procedure to the individual making the allegation
- Remember the need for ongoing support.

DON'T

- Confront the alleged abuser



- Be judgmental or voice your own opinion
- Be dismissive of the concern
- Investigate or interview beyond that which is necessary to establish the basic facts
- Disturb or destroy possible forensic evidence
- Consult with persons not directly involved with the situation
- Ask leading questions
- Assume Information
- Make promises
- Ignore the allegation
- Elaborate in your notes
- Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the Designated Safeguard Lead (DSO).

Information Sharing and Confidentiality

Vulnerable adult protection raises issues of confidentiality which must be clearly understood by all.

Staff, volunteers and Trustees have a professional responsibility to share relevant information about the protection of vulnerable adults with other professionals, particularly investigative agencies and adult social services.

Clear boundaries of confidentiality will be communicated to all.

All personal information regarding a vulnerable adult will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.

If an adult confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.

Within that context, the adult must, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent must be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the vulnerable adult is the priority.

Where a disclosure has been made, staff must let the adult know the position regarding their role and what action they will have to take as a result.



Staff must assure the adult that they will keep them informed of any action to be taken and why. The adults' involvement in the process of sharing information must be fully considered and their wishes and feelings considered.

Further advice and guidance can be obtained the governments [Information Sharing: advice for safeguarding practitioners \(amended 2024\)](#)

All information about clients will be maintained in line with [current guidance](#) from the UK government, including the Data Protection Act 2018.

The Role of Staff, Volunteers and Directors

All staff, volunteers and Trustees working on behalf of Sailship TLL have a duty to promote the welfare and safety of vulnerable adults.

Staff, volunteers and Trustees may receive disclosures of abuse and observe vulnerable adults who are at risk. This policy will enable staff/volunteers to make informed and confident responses to specific adult protection issues.

The Role of the Trustees

The Board of trustees will ensure that:

- Mechanisms are in place to assist staff to understand discharge their role and responsibilities
- One member of the governing body is responsible for championing the safeguarding of vulnerable adults. This person liaises with the charity's Designated Vulnerable Adults Protection Lead and provides information to the Board of Trustees.
- A senior member of the staff team is appointed Designated Vulnerable Adults Protection Lead. This person must have undertaken appropriate training and attended refresher/update training as required.
- Ensure that the CEO follows the local vulnerable adults safeguarding board procedures, and this policy is reviewed regularly (bi-annually in line with ESAB protocols) and updated to reflect any changes in guidance
- That the CEO will operate safe recruitment practices, including appropriate use of references and checks on new staff and volunteers

The Role of the Designated Vulnerable Adult Protection Officer

The role of the Designated Vulnerable Adult Protection Officer is to deal with all instances involving adult protection that might arise within Sailship TLL. They will respond to all vulnerable adult protection concerns and enquiries.

The Designated Vulnerable Adult Protection Lead for Sailship TLL is Brie Whittaker.



As the Lead they should

- Understand the principles set out by Essex Safeguarding Adults Board
- Take action to identify and prevent abuse
- Respond appropriately when abuse has happened or is suspected of happening.
- Provide support, advice and guidance for staff, including assuring appropriate training is provided and staff are kept up to date with local and national expectations.
- Ensure that everyone knows what to do if they have a concern.
- Ensure that everyone knows what to do should they wish to whistleblow.
- Ensure safer recruitment checks are carried out at employment, including appropriate DBS checks
- Understand how diversity, beliefs and values can impact on safeguarding,

The Role of the Deputy Designated Vulnerable Adult Protection Officer (On Site).

The role of the Deputy Designated officer is to support the member of staff or volunteer involved with the incident and to ensure the correct procedures are followed. The Deputy DO (Designated Officer) will respond to all vulnerable adult protection concerns and enquiries on site and will report to DO (Designated Officer) any incidents, concerns/enquiries. They may then proceed to dealing with and responding to vulnerable adult protection concerns and enquiries.

The Deputy Vulnerable Adult Protection Lead for Sailship TLL is Kathy Howard.

The Deputy Vulnerable Adult Protection Lead must ensure that all staff within their team are familiar with the organisation's vulnerable adult protection procedures and ensure that all staff undertakes training, where appropriate.

All staff

- Should follow the safeguarding policies and procedures at all times
- Take part in safeguarding training and maintain/update their knowledge and skills
- Involve the adult in decisions about them whenever possible
- Discuss any concerns with the DVAPL
- Contribute to meetings, work collaboratively with other agencies and share information appropriately.
- Remain alert to the possibility of abuse, neglect and self-neglect.
- Be mindful of diversity, beliefs and values of others.



The Role of Key Agencies

Adult Social Services

The Care Act 2014 sets out in one place, local authorities' duties in relation to assessing people's needs and their eligibility for publicly funded care and support.

It sets out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse or neglect, lead a multi-agency local adult safeguarding system that seeks to prevent abuse and neglect and stop it quickly when it happens.

All local authorities must have a Safeguarding Adults Board (SAB) with core membership from the Local Authority, The Police and the NHS (specifically the local clinical commissioning groups and the power to include other relevant bodies

Essex Safeguarding Adults Board details can be found [here](#).

Sailship TLL are committed to working with all multi-agency services, including social services to ensure the best possible outcomes for vulnerable adults.

The Police

The Police play a vital role in Safeguarding Adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency, and they will direct investigations in line with legal and other procedural protocols.

Sailship TLL are committed to working with the police should need arise.

Managing Allegations About Staff, Volunteers or Adults

Any allegation made against a member of staff or volunteer will be dealt with fairly, quickly and consistently, in a way that provides effective protection for the vulnerable adult, and at the same time supports the person who is subject to the allegation. Sailship TLL follows the procedures set out by the Essex Safeguarding Adults Board. Allegations should be reported to the DVAPL, who will then contact the Essex Safeguarding Adults Board and report their actions to the Board of Trustees.

An allegation refers to a person who has:

- Behaved in a way that has harmed a vulnerable adult or may have harmed a vulnerable adult.
- Possibly committed a criminal offence.



- Behaved in a way that may indicate they are unsuitable to work with vulnerable adults.

More information about [Essex Safeguarding Adults Board](#) can be found here. There is provision within that page to refer your concerns to the Adult LADO (Local Authority Designated Officer). More information about the Adult LADO service is available [here](#).

You can also report a concern about an adult through the ESAB [here](#).

Whistleblowing

Whistleblowing is the process whereby any staff member, volunteer or Trustees can raise a concern about malpractice, wrongdoing, or illegal proceedings, which harms or creates a risk of harm to the vulnerable adults who may use our use the service, or to other employees, or to the wider community.

More information can be found about this in our Whistleblowing Policy. This can be obtained from the Main Office or at our website www.sailship.org.uk

Training

All staff will undergo training on Induction which will outline their roles and responsibilities as well as introducing them to signs and indicators of the different types of abuse.

All staff at Sailship TLL who are in regular contact with vulnerable adults will attend level 2 safeguarding vulnerable adults training every year, delivered by the Designated Safeguarding Lead – Brie Whittaker, or Deputy Designated Safeguarding Lead, Kathy Howard. New staff starters complete an online level 2 training, before accessing the in-house level 2 training delivered every October. Those staff who have particular responsibilities with regard to safeguarding vulnerable adults will attend more comprehensive training and further training provided via online training, at level 3.

Ensuring staff knowledge and understanding of the safeguarding process and our policy is sustained

It is not enough to simply deliver training in safeguarding, instead trustees need not only to be sure of the impact of training and but that it is sustained.

As a charity our process is:

1. The safeguarding policies are available to all via our website.
2. New staff induction includes a briefing on our whistleblowing and safeguarding policies.
3. All relevant new staff complete Safeguarding level 2 online training during their first two weeks. A central record is kept of staff when staff complete this and certificates are held centrally.



4. All staff, visitors (coming more than three times), and volunteers meet with the DSL or DDSL before starting and sign our Code of Conduct to confirm that they have read and understood our safeguarding policy. A central record is then kept.
5. All visitors to the charity are signposted to a leaflet detailing our basic safeguarding procedures
6. All staff have annual Safeguarding training delivered by Brie Whittaker (Designated Safeguarding Lead) or Kathy Howard (Deputy Safeguarding Lead).
7. All staff complete the Safeguarding for vulnerable adults (and if appropriate children/young people) via online training, on a rolling programme.

Associated Policies

This policy needs to be read in conjunction with other policies for Sailship Training and Learning for Life including:

- Confidentiality
- Disciplinary and Grievance
- Data Protection/GDPR
- [Recruitment and Selection](#)
- **Safeguarding children and young people ADD LINK TO WEBSITE**

Complaints procedure

Sailship TLL has a complaints procedure available to all staff, volunteers and Trustees. This is detailed in the staff handbook and on the website. (www.sailship.org.uk)

Recruitment procedure

The organisation operates procedures that take account of the need to safeguard and promote the welfare of vulnerable adults, including arrangements for appropriate checks on new staff, volunteers and Trustees, where applicable. We follow Safer Recruitment protocols as outlined in our policy [here](#).

All staff, volunteers and Trustees have an Enhanced DBS check (inc Barred List check for vulnerable adults).



SAILSHIP TRAINING AND LEARNING FOR LIFE

Safeguarding Vulnerable Adults Policy – Initial cause for concern form

*Initial cause for concern form which must be discussed with Deputy Safeguarding Lead/
Safeguarding Lead within 24 – 48 hours.*

Date:

Time:

Name of individual cause for concern is about:

Age (if known):

Address (if known):

Describe your concern and action taken:

Observations to support cause for concern:



Description and location of any visible marks, bruising etc:

.....

Name of alleged abuser, relationship with vulnerable adult (if known):

Name of person completing form:

Signature:

Date:

Name of Deputy DO:

Signature:

Date:

Name of Safeguarding lead:

Signature:

Date: