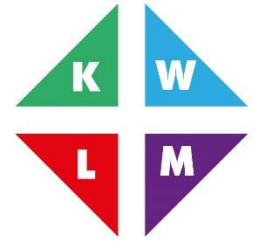


# MENSELF



## Safeguarding At Risk Adults, Children and Young People. Policy & Procedures.

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*Safeguarding At Risk Adults, Children,  
Young People, Staff & Volunteers.*

MENSELF + is committed to providing all MENSELF + service users with a safe, supportive environment within which they can achieve, further develop and flourish and that protects them from harm, abuse and exploitation. MENSELF + is equally committed to providing staff with an environment in which they can work together to encourage and develop an ethos which embraces difference and diversity and respects the rights of all.

**Charity number: SC052592**

**Company Number: SC522651**

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MENSELF + will commit to reviewing this document within the first six (6) months of operation and every 12 months thereafter notwithstanding the statement below.

**Further to the above commitment, the Board of Directors (or any person/group with delegated authority from the Board) reserves the right to amend this document at any time should the need arise following consultation with employee representatives and shall be reviewed by the Board of Directors before being approved.**

[illegible]

## 1. Policy Statement.

MENSELF + complies fully with the Protection of Vulnerable Groups (Scotland) Act 2007 and the Code of Practice, issued by the Scottish Executive, in connection with the use of information provided to registered persons and other recipients of information by Disclosure Scotland under Part V of the Police Act 1997.

The characteristics of adult abuse can take a number of forms and cause victims to suffer pain, fear and distress reaching well beyond the time of the actual incident(s). Victims may be too afraid or embarrassed to raise any complaint. They may be reluctant to discuss their concerns with other people or unsure who to trust or approach with their worries. There may be some situations where victims are unaware that they are being abused or have difficulty in communicating this information to others.

### **Definitions.**

(1) “Adults at risk” are adults who are—

(a) Unable to safeguard their own well-being, property, rights or other interests,

(b) At risk of harm,

(c) More vulnerable to being harmed than other adults as a result of having a disability, mental disorder, illness or physical or mental infirmity

(2) An adult is at risk of harm for the purposes of subsection (1) if—

(a) Another person’s conduct is causing (or is likely to cause) the adult to be harmed, or

(b) The adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm.

*(Adult Support and Protection (Scotland) Act 2007)*

### **How do you determine whether an adult is at risk?**

The Care Act 2014, which provides the legal framework for safeguarding, identifies ‘an adult at risk’. This supersedes the commonly known No Secrets statutory guidance which covered adult safeguarding and defined a vulnerable adult (now referred to as an adult at risk) as a person “who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”.

The Care Act 2014 recognises an adult at risk (historically referred to as a vulnerable adult) as an adult whom: a. Has needs for care and support. b. Is experiencing, or is at risk of, abuse or neglect, and c. As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it. To ensure that this document reflects current legislation and to avoid any implication that people with care and support needs are inherently vulnerable, all references will be made to ‘adults at risk’, rather than ‘vulnerable adults’.

### **What is safeguarding at Risk Adults, Children and Young People?**

The overall idea behind safeguarding at risk individuals is to protect their life, keep them safe and prevent them from being threatened with or experiencing neglect or abuse. Some at risk individuals need extra help to be able to take care of themselves and when they are seen as being at risk, it’s more likely that someone could mistreat them or take advantage.

Safeguarding is a way to stop any mistreatment, whether it be physical, emotional, mental, or financial.



## 2. Scope.

MENSELF + take cognisance of its statutory duties which arise as a consequence of the Protection of Vulnerable Groups (Scotland) Act 2007 and other related legislation, regulation and guidance. This policy is designed to apply and enhance its statutory duties in that respect and protect MENSELF + staff when dealing with at risk adults, children and young people.

### Definitions

- ❖ A **child** is a person under the age of sixteen years.
- ❖ A **young person** is a person under the age of eighteen years.
- ❖ A **vulnerable adult** is an adult (18 years or over) who suffers from a physical or sensory illness or disability, mental illness or learning disabilities or emotional problems which makes them vulnerable.

MENSELF + 's policy is underpinned by the following:

- ❖ A child for the purposes of the 2007 Act is an individual under the age of 18 (Section 97 of 2007 Act.)
- ❖ An at-risk adult for the purposes of the 2007 Act is any person aged 16 or over whom, for the time being is unable to safeguard their own welfare or properly manage their financial affairs (Section 94 of 2007 Act.)
- ❖ The welfare of at-risk adults, children and young people is a primary concern of MENSELF +.
- ❖ All at risk adults, children and young people have the right to be protected from abuse.
- ❖ All at risk adults, children and young people should feel safe and secure while using MENSELF +'s programmes or in the care of its staff.
- ❖ All suspicions of or allegations of abuse will be taken seriously and reacted to appropriately and without delay.
- ❖ Taking action to stop any inappropriate verbal or physical behaviour and emotional abuse, including bullying; and
- ❖ Staff and volunteers working with at risk adults, children and young people will have an understanding of the issues surrounding child protection and be aware of good practice in relation to working with young people and vulnerable adults.

### 3. Principles.

MENSELF + will promote and safeguard the wellbeing of at-risk adults, children and young people to ensure that they feel safe and secure and that they are free from exploitation and abuse.

This will be achieved by MENSELF +:

- ❖ Providing training in Designated Child Protection in Scotland and appointing a Designated Child Protection Officer (DCPO.)
- ❖ Providing a safe, secure, welcoming and person-centred environment.
- ❖ Promoting the rights, including privacy and dignity, of at-risk adults, children and young people.
- ❖ Providing training to all staff and volunteers in Safeguarding and Child Protection via a qualified source.
- ❖ Staff and volunteers will follow MENSELF +'s procedures in addressing these issues, training will be provided at the commencement of each post filled with regular refreshers training being mandatory.
- ❖ Adopting and updating where appropriate Safeguarding Children, Young People and Vulnerable Adults Procedures and meeting Local Authority guidance on child protection.
- ❖ Ensuring that staff, Directors and individuals regularly involved with MENSELF + being a member of the Protection of Vulnerable Groups Scheme (PVG Scheme) are carefully and appropriately vetted by Disclosure Scotland in line with Part V of the Police Act 1997 prior to appointment and by applying these procedures routinely throughout an individual's involvement at MENSELF +.
- ❖ Regular risk assessments in respect of possible abuse being carried out.
- ❖ As appropriate, and/or required by law, seek to respond to information provided by partner organisations; or self-disclosure by the learner; disclosed (on behalf of learner) by parent/carer/ advocate and/or by partner/ external agency.
- ❖ Ensuring that all matters related to safeguarding at risk adults, children and young people comply with MENSELF +'s Safeguarding Policy.
- ❖ Referring, not investigating; and
- ❖ Issuing a copy of this Policy to external partner agencies and contractors who regularly work on MENSELF +'s projects.
- ❖ In the event that a member of MENSELF +'s staff is the subject of allegations of abusive behaviour involving at risk adults, children and young people these will also be dealt with within MENSELF +'s existing Disciplinary Procedures.
- ❖ MENSELF + will regard substantiation of such behaviour as example of 'gross misconduct' which is likely to lead to dismissal.
- ❖ MENSELF + will, in the event that it dismisses a member of staff for such proven misconduct, exercise its statutory duty to report such a situation within the terms of the Protection of Vulnerable Groups (Scotland) Act 2007.

#### **The Policy applies in all circumstances:**

All staff and volunteers who, during the course of their employment and involvement with MENSELF + who have direct and indirect contact with at risk adults, children and young people who have access to information about them, have a responsibility to safeguard and promote the welfare of at risk adults, children and young people.

No act or omission on the part of MENSELF +, or that of its staff, or partner organisations, should put an at-risk adults, children or young people inadvertently at risk, safeguarding is everyone's responsibility; and to the conduct of staff, volunteers, partner representatives, and designated persons in direct contact with at risk adults, children and young people.

## 4. Recruitment.

MENSELF + recognises that appropriate recruitment and selection procedures are a vital part in developing and maintaining a safe environment for children and young people. The following procedures are in place to ensure that only suitable applicants are accepted as volunteers or staff of MENSELF +.

- ❖ All applicants (staff and volunteers) will be asked to complete an application form.
- ❖ All applicants (staff and volunteers) will be asked to complete a self-declaration form.
- ❖ All successful applicants (paid and voluntary positions) will be asked to provide a minimum of 2 suitable references.
- ❖ All suitable applicants (paid and voluntary positions) will be asked to attend an interview.
- ❖ All successful applicants appointed into a 'regulated work' position, as defined by the PVG Act, will be required to become members of the PVG Scheme or, if already a member, provide their PVG Scheme Record and permit access to a PVG Scheme Record Update.
- ❖ Any applicant found to be fully listed on the Children's List will not be appointed to a regulated work (paid or unpaid) position.

## Disclosure Handling.

MENSELF + complies with the Code of Practice, issued by Scottish Ministers, regarding the correct handling, holding and destroying Disclosure information provided by Disclosure Scotland under Part V of the Police Act 1997, for the purposes of assessing applicants' suitability for positions of trust. It also complies fully with the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters. This policy's available to anyone who wishes to see it upon request.

### Usage.

We use Disclosure information only for the purpose for which it has been provided. The information provided by an individual for a position within MENSELF + is not used or disclosed in a manner incompatible with the purpose. We process personal data only with the express consent of the individual. We notify the individual of any non-obvious use of the data, including further disclosure to a third party, identifying the Data Controller, the purpose for the processing, and any further relevant information.

### Handling.

MENSELF + recognise that, under Section 124 of the Police Act 1997, it is a criminal offence to disclose Disclosure information to any unauthorised person. We, therefore, only pass Disclosure information to those who are authorised to see it in the course of their duties, MENSELF + will not disclose information provided under Section 115(8) of the Act, namely information which is not included in the Disclosure, to the applicant.

### Access and Storage.

We do not keep Disclosure information on an individual's personnel file. It is kept securely using online storage space and is strictly controlled by authorised and named individuals, who are entitled to see such information in the course of their duties.

More details are available in our policy for Secure Handling, Use, Storage and Retention of Disclosure Information

## 5. Code of Conduct.

It is important for all staff and others in contact with at risk adults, children and young people to:

- ❖ Wear identification at all times to ensure they can be identified as a member of MENSELF +’s staff.
- ❖ Be aware of situations which may present risks and manage these in an appropriate manner.
- ❖ Be visible, as far as is possible, when working with individuals.
- ❖ Ensure that a culture of openness exists to enable them to raise or to discuss any issues or concerns.
- ❖ Ensure that a sense of accountability exists between staff so that poor practice or potentially abusive behaviour does not go unchallenged.
- ❖ Engage with at risk adults, children and young people and encourage them to raise any concerns.
- ❖ Empower at risk adults, children and young people – this will seek to enable them to discuss with staff their rights, what is acceptable and unacceptable, and what they can do if there is a potential problem.

**In general, it is considered to be inappropriate for a member of staff to:**

- ❖ Spend excessive or unnecessary time alone with at risk adults, children and young people away from others.
- ❖ Take or invite at risk adults, children and young people to their own home.
- ❖ Place any at risk adult, child and young person, that they are working with/ responsible for, in the position of being alone with external parties.

**In addition, Volunteers, Staff and other adults in MENSELF +’s employment must never:**

- ❖ Hit or otherwise physically assault or physically abuse children, young people and vulnerable adults.
- ❖ Develop physical / sexual relationships with children, young people and vulnerable adults.
- ❖ Behave physically in a manner which is inappropriate or sexually provocative.
- ❖ Have a child, young person or vulnerable adult with whom they are working to stay overnight at their home.
- ❖ Make sexually suggestive comments to a child, young person or vulnerable adult, even in fun.
- ❖ Act in ways tended to shame, humiliate, belittle or degrade an at-risk adults, children and young people, or otherwise perpetrate any form of emotional abuse.
- ❖ Act in ways that may be abusive or may place an at-risk adult, child and young person at risk of abuse.

Staff and others must also avoid actions or behaviour that could be construed as poor practice or as being potentially abusive. For example, staff should never:

- ❖ Use language, make suggestions, or offer advice which is inappropriate, offensive or abusive;
- ❖ Allow inappropriate language or actions to go unchallenged.
- ❖ Condone, or participate in, behaviour of at-risk adults, children and young people which is illegal, unsafe or abusive; or
- ❖ Think it could never happen to them.

MENSELF + recognises the potential impact which the involvement of staff in circumstances where a child, young person or vulnerable adult may have been abused. It will offer any such member of staff support by reference to the Employee Counselling Service or other external support mechanisms (as appropriate). It should also be clear that the strict application of the Safeguarding Procedures will also protect staff from allegations of abuse.

MENSELF + aims to promote positive behaviour by treating everyone connected with the organisation with dignity, respect, equality and fairness at all times by creating a safe and secure environment free from bullying, harassment and discrimination by ensuring that users are free from exploitation and abuse.



## 6. Promoting Positive Behaviour.

MENSELF + aims to promote positive behaviour by treating everyone connected with the organisation with dignity, respect, equality and fairness at all times by creating a safe and secure environment free from bullying, harassment and discrimination by ensuring that users are free from exploitation and abuse.

Its staff/volunteers will achieve this by:

- ❖ Being aware of and complying with the MENSELF +'s Safeguarding At Risk Adults, Children and Young People Policy and associated procedures;
- ❖ Valuing each person they come into contact with, including at risk adults, children and young people, as an individual.
- ❖ Ensuring their conduct is always an example of good practice.
- ❖ Ensuring their interactions build confidence, encourage, and support the learning of new skills and values the contributions of all, including at risk adults, children, and young people.
- ❖ Working, where appropriate, with parents, guardians, peers and/or key workers to promote positive behaviour and deal with difficult or challenging behaviour appropriately.
- ❖ Encouraging the participation of at-risk adults, children, and young people in the work of MENSELF +.
- ❖ Encouraging at risk adults, children, and young people to take responsibility for their own behaviour.
- ❖ Ensuring they do not demean, belittle, or humiliate anyone or label any individual.
- ❖ Establishing an appropriate code of behaviour and ensuring that this is consistently applied to all at risk adults, children, and young people in all circumstances.
- ❖ Maintaining a safe environment/ working in a safe manner that is consistent with all relevant legislation and by carrying out regular risk assessments; and
- ❖ Taking due cognisance of MENSELF +'s guidance on dealing with challenging behaviour.

## 7. Record Keeping.

MENSELF + will maintain records that are required for the efficient and safe management of the organisation and to promote the welfare, care and learning of at-risk adults, children and young people.

It will ensure that:

- ❖ Records will be kept in accordance with the requirements of other statutory agencies.
- ❖ Individuals and/or, as appropriate, their parents, guardians and/or carers can access relevant records.
- ❖ Any such records will be confidential and will be securely stored; and
- ❖ The Data Protection Act 1998 is complied with.

## 8. Confidentiality.

The effective operation of MENSELF + may from time to time involve the sharing of information between users and the organisation. In order to respect the dignity and privacy of all users, MENSELF + will actively promote confidentiality in the following ways.

MENSELF + will:

- ❖ Provide guidelines for staff on required records and reports.
- ❖ Provide guidance to staff on the handling of confidential and sensitive information.
- ❖ Provide secure storage for such files and information.
- ❖ As appropriate, provide parental / guardian / carer access to their own at-risk adult, child or young person's records; and
- ❖ Undertake not to disclose confidential information, unless required to do so in matters of safeguarding at risk adults, children and young people or in life-or-death situations.
- ❖ Staff should not, in any circumstances, offer confidentiality to at risk adults, children and young people who might be in abusive situations. They should, however, offer support to any individual who they believe may be at risk.

Staff should make it clear that they have a legal duty to pass on, and not hold as confidential, disclosures relating to real/ suspected harm/ abuse involving at risk adults, children and young people.

It should be noted that legislation, including the Data Protection Act 1998, does not prevent the appropriate sharing of information to protect vulnerable individuals as defined in this policy, section 2.

**If you have concerns about the welfare of an at-risk adult, child or young person.**

Please remember the golden rule -

***It is not your responsibility to decide whether an at-risk adult, child or young person is being abused - but it is your responsibility to pass the information on to the appropriate person.***

Make a detailed note of what you have seen or heard but do not delay passing on the information.

## 9. Recognition, Prevention and Reporting of Abuse.

The following list highlights indicators of abuse which might be used by staff to recognise abuse of children, young people or adults. It is important to note that, even though an at risk adult, child or young person may be displaying some of these signs or behaving in a way that is causing concern, does not necessarily mean that they are being abused. Staff will be required to exercise their professional judgement in these respects:

### Indicators of Abuse

- ❖ Injuries to the at-risk adult, child or young person that are not consistent with the normal recreational habits of at-risk adults, children and young people either in body position or type.
- ❖ Inconsistent or unreasonable explanation of an injury by an at-risk adult, child or young person, parent or carer.
- ❖ Inconsistent or inappropriate behaviour such as sexually suggestive remarks or actions, mood swings, uncharacteristically quiet / aggressive, severe tantrums.
- ❖ Failing to achieve normal development milestones where there is no good cause for this to be the case;
- ❖ Becoming socially isolated.
- ❖ Overeating / loss of appetite, weight loss / gain.
- ❖ Children, young people or vulnerable adults being inappropriately dressed or ill kept and / or dirty.

### Excuses relating to injuries:

- ❖ Self-inflicting injury.
- ❖ Open distrust of, or discomfort with, parent or carer.
- ❖ Delayed social development, poor language and speech.
- ❖ Excessively nervous behaviour such as rocking or hair twisting.
- ❖ Exceptionally low self-esteem.
- ❖ Flinching when approached or touched.
- ❖ Recurring headaches or abdominal pain.
- ❖ Reluctance to remove clothing where activities legitimately require it; and
- ❖ Reluctance to go home.

This list is not exhaustive.

MENSELF + aims to ensure that all members and users of MENSELF + services, including children, young persons and vulnerable adults participate in activities within a safe and caring environment. It is the responsibility of staff to protect at risk adults, children and young people from all forms of abuse and discrimination, as far as is possible.

In all cases:

- ❖ MENSELF + aims to ensure that all volunteers and staff are informed about abuse, the forms it can take, recognition and steps to take in terms of recognition and prevention.
- ❖ All volunteers and staff working with at risk adults, children and young people at MENSELF + require being a member of the appropriate Protection of Vulnerable Groups Scheme.
- ❖ It shall be the responsibility of all staff to report instances of abuse or reasonable suspicions of abuse to the attention of the MENSELF + Designated Child Protection Officer. It shall further be the duty of members of the MENSELF + Protection Team to advise appropriate external agencies about any concerns reported.
- ❖ In the event of an issue out with normal working hours contact should be made with a member of the MENSELF + Protection Team, details of this can be found in Appendix 3.

- ❖ In the case of a child in the care of the local authority (who does not attend school) MENSELF + will advise the Executive Director (Education and Social Work Services) (or appropriate Director for Social Work Services) of its concerns.
- ❖ In the case of children who are no longer at school, young people not at school, MENSELF + will advise the Executive Director (Education and Social Work Services) about concerns about abuse.
- ❖ MENSELF + anticipates that these agencies will then investigate any such concerns within their procedures.
- ❖ MENSELF + will not investigate any allegations of abuse. It will pass on information to the authority indicated.

In exercising their professional judgement about the possible abuse of individuals who are participating in MENSELF +’s services, the undernoted general guidance will be of assistance to volunteers and staff.

The guidance issued to volunteers and staff is attached as *Appendix 1*.

#### **Volunteers and Staff should:**

- ❖ Listen carefully.
- ❖ Be accessible and receptive.
- ❖ Take concerns raised by at-risk adults, children and young people or someone on their behalf seriously.
- ❖ Exercise their judgement to recognise potential indicators of abuse.
- ❖ Reassure the child, young person or vulnerable adult.
- ❖ Negotiate getting help.
- ❖ Find help quickly.
- ❖ Make careful records; and complete the MENSELF + Confidential Reporting Form (see *Appendix 2*.)
- ❖ Believe the at-risk adult, child or young person.

#### **Volunteers and Staff should not:**

- ❖ Jump to conclusions.
- ❖ Try to force the child, young person or vulnerable adult to disclose.
- ❖ Speculate or accuse anyone.
- ❖ Promise confidentiality; and
- ❖ Investigate matters themselves.

#### **Combating Bullying and Abuse.**

Bullying and abuse can be reduced by the following measures:

- ❖ Raising awareness of bullying and abuse as unacceptable forms of behaviour.
- ❖ Creating an ethos which encourages at risk adults, children and young peoples, staff, volunteers, parents/guardians to report bullying and abuse and to use these procedures to address these issues.
- ❖ Ensuring the supervision of at-risk adults, children and young people during all activities
- ❖ Ensuring a supportive environment for victims of bullying and abuse.
- ❖ Securing the support of peers/colleagues/parents/guardians to counter bullying and abuse; and
- ❖ Removing persistent bullies from activities.

## 10.Types of Abuse

MENSELF + recognises that there are main types of abuse of at-risk adults, children and young people.

These include:

- ❖ **Physical abuse** – may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, or otherwise causing physical harm to an at-risk adult, child or young person.
- ❖ **Sexual abuse** – forcing or enticing a child, young person or vulnerable adult to participate in sexual activities (including that related to pornography), whether or not the at-risk adult, child or young person is aware of what is happening.
- ❖ **Emotional abuse** – the persistent emotional ill treatment of an at-risk adult, child or young person such as to cause severe and persistent adverse effects on the at-risk adult, child or young person's emotional development.
- ❖ **Neglect** – the persistent failure to meet an at-risk adult, child or young person's basic physical and/or psychological needs, likely to result in the serious impairment of the child, young person or vulnerable adult's health and/or development. Ignoring medical or physical needs, not providing access to appropriate care, the withholding of the necessities of life, such as medication, adequate food, water and heating. Ignoring educational needs of a child or young person. Every child has the right to an education which develops their personality, talents and abilities to the full.
- ❖ **Financial abuse** – involves theft, borrowing money without repayment and any pressure in connection with wills or property, possessions or benefits.
- ❖ **Bullying** – this is abuse and is a deliberate act or acts designed to intimidate and aggravate an at-risk adult, child or young person or to undermine self-confidence and self-esteem.

It shall be the duty of staff to respond to reasonable concerns about all such abuse.

### Physical Abuse

- ❖ Physical abuse occurs when someone inflicts injuries on an at-risk adult, child or young person, or does not prevent such injuries when in a position to do so.

#### Examples of physical abuse include:

allowing or creating a substantial risk of significant harm to an at-risk adult, child or young person;

- ❖ Physical punishment.
- ❖ Use of excessive force.
- ❖ Force feeding or forceable administration of medication.
- ❖ Neglect or abandonment in any setting or in wet or cold conditions.
- ❖ Shaking, pushing or hitting.

This list is not exhaustive.



## Sexual Abuse

- ❖ Sexual abuse occurs when someone, irrespective of age or gender, use at risk adults, children or young people for their own sexual gratification.

### Examples of sexual abuse include:

- ❖ Exposure of the sexual organs or any sex act performed in the presence of an at-risk adult, child or young person;
- ❖ Touching or molesting an at-risk adult, child or young person for the purpose of sexual arousal or gratification.
- ❖ Sexual intercourse with an at-risk adult, child or young person.
- ❖ Sexual exploitation of an at-risk adult, child or young person; and
- ❖ Non-contact activities, such as involving at-risk adults, children or young people in looking at pornographic material or watching sexual activities, or encouraging at risk adults, children or young people to behave in sexually inappropriate ways.

This list is not exhaustive.

## Emotional Abuse

- ❖ Emotional abuse occurs when an at-risk adult, child or young person's need for affection, approval, consistency or security are not met. It is centered on the relationship between an adult and an at-risk adult, child or young person rather than in a specific event or pattern of events. It is rarely manifested in terms of physical symptoms. For children with disabilities it may also include over-protection or failure to acknowledge or understand a child's disability.

### Examples of emotional abuse include:

- ❖ Regular name calling, repeated criticism, condemnation and/or hostility.
- ❖ Care being conditional on an at-risk adult, child or young person's behaviour.
- ❖ Inconsistent or unrealistic expectations of an at risk adult, child or young person or failure to respond to their difficulties.
- ❖ Placing unrealistic responsibility on an at-risk adult, child or young person.
- ❖ Over or under protection of the at-risk adult, child or young person.
- ❖ Failure to foster the at-risk adult's, child's or young person's education and development.
- ❖ Unrealistic or overly harsh discipline; and
- ❖ Exposure to domestic violence.

This list is not exhaustive.

## Neglect

- ❖ Neglect is normally defined in terms of omission, where an at risk adult, child or young person suffers significant harm or impairment of development by being deprived. It may also include neglect of an at-risk adult, child or young person's basic emotional needs including intellectual stimulation and affection.
- ❖ Neglect generally becomes apparent over a period of time rather than in one specific incident. For example, a child, young person or vulnerable adult who suffers a series of minor injuries may not be having their needs for safety and supervision met. The threshold of significant harm is reached when the at risk adult, child or young person's needs are neglected to the extent that his or her wellbeing and/or development are severely affected.

**Examples of neglect include:**

- ❖ Inadequate clothing.
- ❖ Frequent hunger.
- ❖ Poor or no medical treatment.
- ❖ Children, young person or vulnerable adult left without supervision; and
- ❖ Lack of care or supervision during activities.

This list is not exhaustive.

**Financial abuse**

- ❖ Financial or material abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. Safeguarding covers a range of activities aimed at upholding an at-risk adult, child or young person's fundamental right to be safe. Included in this is the right for a person to be safe from financial exploitation. A perpetrator may be a family member, friend, care worker/professional or a stranger who has chosen to target a vulnerable adult.

**Examples of financial abuse may include:**

- ❖ Theft.
- ❖ Fraud by abuse of position.
- ❖ Fraud by failing to disclose information.
- ❖ Fraud by false representation.
- ❖ Blackmail.
- ❖ Forgery.
- ❖ Exerting improper pressure to sign over money from pensions or savings etc...

This list is not exhaustive.

**Bullying**

- ❖ Bullying is abuse and can come under any of the behaviour's outlined above. It is behaviour such as teasing, taunting, threatening, hitting or extortion by one or more individuals against a victim or victims. It is a deliberate act or acts designed to aggravate and intimidate. It is the responsibility of staff to deal immediately with bullying whenever it takes place.

Many children, young people and vulnerable adults are reluctant to tell adults that they are being bullied. The risk of bullying and harassment by adults and children should be anticipated by taking active steps to prevent it occurring. Bullying should not be tolerated under any circumstances.

**Examples of bullying include:**

- ❖ Physical aggression.
- ❖ Intimidation.
- ❖ Verbal bullying.
- ❖ Damage to property.
- ❖ Isolation.
- ❖ Repeated gestures or expressions of a threatening or intimidating nature.
- ❖ Comments intended to degrade the child, young person or vulnerable adult.
- ❖ Initiation rituals.

This list is not exhaustive.

## Appendix 1:

### **Safeguarding at Risk Adults, Children and Young People - Advice to All Staff and Volunteers:**

The purpose of the Policy is to protect those at risk and the adults who work with them.

Every person must take account of their responsibilities in ensuring that children, young people and vulnerable adults are safe and get the help they need. It is everyone's job to ensure the safety of children, young people and vulnerable adults.

#### **Things You Must Do:**

- ❖ Treat all individuals, including children, young people and vulnerable adults with respect.
- ❖ Ensure photographic identification or clothing with company logo issued by MENSELF + is worn at all times when representing or conducting MENSELF + business.
- ❖ Ensure that your own conduct is at all times an example of good practice.
- ❖ Ensure that you are not alone with an at-risk adult, child or young person during MENSELF + activities and that you are at least within sight or hearing of others.
- ❖ Respect the right of individuals to have their privacy and dignity assured.
- ❖ Do not discourage an at-risk adults, children or young people who want to talk about attitudes or behaviour they do not like.
- ❖ Remember that someone else might misinterpret your actions, no matter how well-intentioned.
- ❖ Recognise that special caution is required if you are discussing sensitive issues with an at-risk adult, child or young person and/or their parents or carers.
- ❖ Be aware of other staff, be vigilant and act to help them keep themselves and at-risk adults, children and young people safe. Be prepared to challenge their actions.
- ❖ Operate within MENSELF +'s policies, including the Safeguarding At Risk Adults, Children, Young People Policy and the Protecting Vulnerable Groups (Scotland) Act 2007.
- ❖ Record on the Confidential Reporting Form (*Appendix 2*) a concern or a disclosure of abuse, detailing where possible exactly what was said and recording times and the individual(s) involved. The Confidential Reporting Form is available from the organisation's directors or senior member of staff.

#### **If an at-risk adult, child or young person talks to you about abuse by someone else:**

- ❖ Advise the at-risk adult, child or young person that you **must** pass the information on.
- ❖ Allow him or her to speak without interruption, listen to what is said, but **do not investigate**.
- ❖ Be sensitive to feelings of guilt and isolation, but do not make any judgement.
- ❖ Let them know that they were right to share this information with you.
- ❖ Tell the individual what is likely to happen next.

#### **If you suspect an at-risk adult, child or young person is being abused, emotionally, physically or sexually:**

- ❖ Report the matter immediately to the most senior member of the MENSELF + DCPO or another member of the Protection Team (*Appendix 3*) who will notify the relevant authorities.
- ❖ In the event of an issue out with normal working hours or where a member of the MENSELF + DCPO or another member of the Protection Team cannot be contacted then please refer to the wider Protection Team contact sheet (*Appendix 3*.)

#### **If you receive an allegation about any Staff member, volunteer or about yourself:**

- ❖ Immediately tell a member of the MENSELF + Protection Team who will inform the DCPO or a senior member of staff or the Chairperson of Board of Directors.
- ❖ Try to ensure that no-one is placed in a position which could cause compromise.

## Things You Must Not Do:

- ❖ Have inappropriate physical contact with at risk adults, children or young people.
- ❖ Encourage inappropriate attention-seeking behaviour.
- ❖ Speak in an inappropriate way to or make suggestive/derogatory remarks or gestures in front of at-risk adults, children or young people.
- ❖ Discourage at risk adults, children or young people who want to talk about attitudes or behaviour of others they do not like.
- ❖ Draw conclusions about others. Without reasonable cause.
- ❖ Exaggerate or trivialise child abuse issues.
- ❖ Rely on your good name or that of the Organisation to protect you from scrutiny of your conduct.
- ❖ Think it could never happen to you.
- ❖ Take a chance when informed common sense, policy and practice suggest another more prudent approach.
- ❖ Ignore the Protecting Vulnerable Groups (Scotland) Act 2007 or Organisational policies or guidelines and procedures operating within any establishment in which you may be on duty.

## What To Do:

If an at-risk adult, child or young person talks to you about abuse by someone else:

- ❖ Advise the at-risk adult, child or young person that you must pass the information on.
- ❖ Allow him or her to speak without interruption, listen to what is said, but do not investigate.
- ❖ Be sensitive to feelings of guilt and isolation, but do not make any judgement.
- ❖ Let them know that they were right to share this information with you.
- ❖ Tell the individual what is likely to happen next.

If you suspect an at-risk adult, child or young person is being abused, emotionally, physically or sexually:

- ❖ Report the matter immediately to one of the Organisations Protection Team, who will notify the DCPO. In the event of an issue out with normal working hours the please refer to the Protection Team contact sheet (*Appendix 3*)
- ❖ Where local authority or private agencies are involved the DCPO will notify the Executive Director (Education and Social Work Services), Director of Education or Social Services or the Head of appropriate Establishments. Where the head of establishment is the subject of the allegations, then the Director should be informed. The establishment's own Safeguarding policy should then operate.

In all cases:

- Record the facts as soon as possible on the Organisation's Confidential Reporting Form (*Appendix 2*) and pass to a member of the Organisation's Safeguarding Team as a matter of urgency.
- You must refer; **you must not investigate** and you **cannot ignore**.

## Appendix 2:

### **Confidential Reporting Form.**

MENSELF +’s Safeguarding Policy and Procedures provide a means by which we can address concerns about children, young people or adults at risk. If you wish to report concerns about possible harm of a person under the terms of our Policy, or if you feel that you are a victim of harm and wish MENSELF + to seek to help deal with the situation, please provide the information below and return the form, in a sealed envelope, to a member of the Organisation’s Protection Team.

|                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Your name:</b>                                                                                                                                                                                     |
| <b>Your position:</b>                                                                                                                                                                                 |
| Are you reporting your own concern or that of someone else?      Own concern Yes/No<br><br>If the concern is of other person, please detail their:<br><br><b>Name:</b><br><br><b>Contact details:</b> |
| <b>Name of Child/Young Person or Vulnerable Adult:</b>                                                                                                                                                |
| Date and time the concern was brought to your attention:<br><br>Date and time this report written:                                                                                                    |
| <u>Record EXACTLY what the person reported. Record actual details.</u><br><br><u>Continue on separate sheet if necessary.</u>                                                                         |
| <u>Record the questions that you asked. DO NOT ASK LEADING QUESTIONS</u>                                                                                                                              |
| Date and time report forwarded to a nominated Protection Team Member.                                                                                                                                 |
| Signature: .....                                                                                                                                                                                      |
| Print name:.....      Date: .....                                                                                                                                                                     |

### Appendix 3:

#### Protection of at Risk Adults, Children and Young People - Protection Team.

##### **MENSELF + Protection Team contact details:**

| <b><u>CONTACT:</u></b>                      | <b><u>POSITION:</u></b> | <b><u>NAME:</u></b>  | <b><u>PHONE NUMBER:</u></b> |
|---------------------------------------------|-------------------------|----------------------|-----------------------------|
| <b>Board Contact:</b>                       | Secretary.              | William Pearson      | 07788 848 084               |
| <b>Designated Child Protection Officer:</b> | Coordinator.            | James Malcolmson     | 07415 742 816               |
| Board Contact:                              | Chairperson.            | Annemarie Malcolmson | 07853 624 004               |
| Board Contact:                              | Vice -Chair.            | Siobhan Dunne        | 07851 225 049               |
| Board Contact:                              | Treasurer.              | William Melville.    | 07964 953 040               |

Social Work Services Complaints  
(Mark 'For attention of Principal Officer  
Rights and Enquiries Social Work  
Services')

Social Work Rights and Enquiries Section  
Glasgow City Council  
Wheatley House  
25 Cochrane Street  
Glasgow G1 1HL  
Fax: 0141 287 8232  
E-mail: [social@glasgow.gov.uk](mailto:social@glasgow.gov.uk)

The complaints procedure can be accessed on:

<http://www.glasgow.gov.uk/en/YourCouncil/CustomerInvolvement/ServiceDepartments/SocialWork/socialworkcomplaints.htm>

Police Scotland:

Local Family Protection Unit – call 101  
Emergency call 999



#### Appendix 4.

### Procedures for Responding to Suspicions of Abuse Against an at risk Adult, Child or a Young Person.

