



Action Community Enterprises CIC (ACE)

Safeguarding Vulnerable Adults Policy



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Action Community Enterprises CIC

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Safeguarding Vulnerable Adults Policy

ACE's policy follows guidelines set out in [Norfolk's Safeguarding Adults Boards Policy](#) and Procedures. ACE is committed to supporting the right of adults at risk to be protected from abuse and to making sure all staff work together, in line with the Norfolk Safeguarding Adults Policy, and act promptly when dealing with allegations or suspicions of abuse.

Safeguarding is the responsibility of everyone. We will work together to prevent and minimise abuse. We will work within the boundaries of Norfolk Safeguarding Adults Board Procedures.

Who is a vulnerable adult?

The definition of a vulnerable adult is a person over the age of 18 years who:

- Is or may be in need of / eligible for Community Care Services by reason of mental or other disability, age or illness
- AND is unable to take care of him / herself
- OR is unable to protect him / herself from significant harm or exploitation.

A vulnerable person may fall into any one of the following groups: older and frail people; people with a mental health need, a learning difficulty, a physical impairment, a sensory impairment; people who are substance or alcohol dependent; or family carers who are providing assistance to another vulnerable adult.

Abuse is a violation of an individual's human and civil rights by any other persons(s) or group of people. Abuse may be single or repeated acts.

It can be:

- Physical: for example, hitting, slapping, burning, pushing, restraining or giving the wrong medication.
- Psychological and emotional: for example, shouting, swearing, frightening, blaming, ignoring or humiliating a person, threats of harm or abandonment, intimidation, verbal abuse. Financial: including the illegal or unauthorised use of a person's property, money, pension book or other valuables, pressure in connection with wills, property or inheritance.
- Sexual: such as forcing a person to take part in any sexual activity without his or her informed consent – this can occur in any relationship.
- Discriminatory: including racist or sexist remarks or comments based on a person's disability, age or illness, and other forms of harassment, slurs or similar treatment. This also includes stopping someone from being involved in religious or cultural activity, services or support networks;
- Institutional: the collective failure of an organisation to provide an appropriate and professional service to vulnerable people. This includes a failure to ensure the necessary safeguards are in place to protect vulnerable adults and maintain good standards of care in accordance with individual needs, including training of staff, supervision and management, record keeping and liaising with other providers of education and care.
- Neglect and acts of omission: including ignoring medical or physical care needs. These can be deliberate or unintentional, amounting to abuse by a carer or self-neglect by the vulnerable person: for example, where a person is deprived of food, heat, clothing,

comfort or essential medication, or failing to provide access to appropriate health or social care services.

Signs of Abuse

Concerns about or evidence of abuse include:

- A direct disclosure by the vulnerable adult.
- A complaint or expression of concern by a member of staff, a volunteer, another student, a carer, a member of the public or relative.
- An observation of the behaviour of the vulnerable adult by a member of staff or carer.
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ACE is committed to:

- Identifying the abuse of vulnerable adults where it is occurring.
- Responding effectively to any circumstances giving grounds for concern, or where formal complaints or expressions of anxiety are expressed.
- Ensuring the active participation of individuals, families, groups and communities wherever possible and appropriate.
- Raising awareness of the extent of abuse on vulnerable adults and its impact on them.
- Promoting and supporting work designed to reduce abuse and the fear of abuse as experienced by vulnerable adults.
- Regularly monitoring and evaluating how our policies, procedures and practices for protecting vulnerable adults are working.
- Making sure our policies, procedures and practices stay up to date with good practice and the law in relation to safeguarding vulnerable adults.
- Ensuring our procedures are in line with the Norfolk Safeguarding Adults Board Procedures.

Prevention and Confidentiality

All staff and volunteers will have DBS checks and will provide two acceptable references before working independently with vulnerable adults. All staff and volunteers will be requested to read ACE's Safeguarding Policy and Procedure, and will be required to attend annual safeguarding training.

The confidentiality of the vulnerable person will be respected wherever possible and their consent obtained to share information. The vulnerable person should be made aware that staff cannot ignore issues around abuse and that steps will be taken to deal with them in as sensitive a manner as possible. The welfare of the individual is paramount.