



# Broxtowe Women's Project Limited (BWP) Safeguarding Adults at Risk from Abuse Policy

Date: September 2021  
Review Date: September 2022

## Important

All safeguarding concerns **must** be reported to your **manger** and **relevant safeguarding** services

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## **Purpose**

Broxtowe Women's Project (BWP) believes that it is always unacceptable for adults at risk to experience abuse and neglect of any kind and recognises its responsibility to safeguard the welfare of all adults at risk who use its services, by a commitment to practice, which protects them.

This document sets out the approach of BWP in relation to safeguarding vulnerable adults from abuse. It should be read in conjunction with the Nottingham and Nottinghamshire Safeguarding Vulnerable Adults Procedure for 'raising a concern and referring'

<https://www.nottinghamshire.gov.uk/policy-library/38839/nottingham-and-nottinghamshire-multi-agency-adult-safeguarding-procedure-for-raising-a-concern>

It is based on the Care Act 2014, the national guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse. The Care Act 2014 also provides updated and reviewed guidance – in particular in factsheet 7:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/321308/Factsheet\\_7.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/321308/Factsheet_7.pdf)

## **To whom does this document apply?**

This document contains a policy statement (Part One) and procedural guidance (Part Two). It applies to all staff, as well as the members of the Board of Trustees and volunteer workers, agency staff or anyone working on behalf of BWP.

### **1.0 Introduction**

## **To whom does this document apply?**

This document contains a policy statement (Part One) and procedural guidance (Part Two). It applies to all staff, as well as the members of the Board of Trustees and volunteer workers, agency staff or anyone working on behalf of BWP.

### **1.1 Policy Statement**

Broxtowe Women's Project Limited (BWP) seeks to develop a culture in which day-to-day practice promotes the safeguarding of vulnerable adults through:

- Acknowledging that abuse could happen
- Ensuring that the complaints procedure is accessible
- Promoting openness amongst staff and developing a Whistle Blowing policy
- Being willing to reflect on practice and be open to improving services

## 1.2 Definitions

### Adult at risk definition

- has needs for care and support (whether or not the local council is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

- **Abuse defined**

The **Care and support statutory guidance** identifies ten types of abuse, these are:

- **Physical abuse**
- **Domestic violence or abuse**
- **Sexual abuse**
- **Psychological or emotional abuse**
- **Financial or material abuse**
- **Modern slavery**
- **Discriminatory abuse**
- **Organisational or institutional abuse**
- **Neglect or acts of omission**
- **Self-neglect**

## 1.3 Types of Abuse and indicators

Indicators of the ten types of abuse can be found here:

<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse#download>

Six key principles underpin all adult safeguarding work

- Empowerment – People being supported and encouraged to make their own decisions and informed consent. “I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”
- Prevention – It is better to take action before harm occurs. “I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”
- Proportionality – The least intrusive response appropriate to the risk presented. “I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”
- Protection – Support and representation for those in greatest need. “I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”

- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. “I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

- Accountability – Accountability and transparency in delivering safeguarding. “I understand the role of everyone involved in my life and so do they.”

(Care Act 2014

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/506202/23902777\\_Care\\_Act\\_Book.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/506202/23902777_Care_Act_Book.pdf) )

### **Abuse may take the form of:**

- A direct act
- A failure to act or provide proper care
- Preventing others from providing proper care
- Failure to report disclosures or suspicions

In addition to infringing an individual’s human rights, abuse may also be a criminal act.

### **Abuse might occur as:**

- Be a single act or may happen over a period of time
- Be planned or happen in the heat of the moment
- Be intentional or unintentional

It may be that the person committing the abuse is in need of support themselves.

### **Abusers**

Abuse may occur in formal relationships e.g. paid workers and in informal relationships e.g. a friend or relative. An abuser may be:

- A partner, child or other relative
- A friend or neighbour
- A social care, health or other worker
- A stranger
- Another adult at risk

## 2.0 Roles and Responsibilities

This section sets out the roles and responsibilities of all BWP staff members and volunteers alongside BWP's commitment to safe staff recruitment and training.

### 2.1 Responsibilities of all Employees

All employees have a responsibility to report any concerns about the welfare of adults at risk to the OSR or to their line manager or the chair of the board of trustees. Safeguarding incident report forms should be completed by the staff member who has concerns, however your line manager can support with this.

<https://broxtowewp.sharepoint.com/:w:/s/administration/EQ5gm8RBv4RLh9nkA-KGUrQBmCk64x6TIUxbLOGLCAq4TQ?e=AnU1YI>

### 2.2 Recruitment

In order to safeguard adults at risk coming in contact with the organisation, BWP will take up references from two sources before staff are employed. All staff members will undergo relevant DBS checks. These guidelines are also to be followed for volunteers.

### 2.3 Training

Staff members and volunteers, as part of their induction, are expected to be familiar with adult and child protection issues, a basic overview will be given as part of the BWP Induction session within week 1 of employment. Links will be provided to additional training required that is appropriate to the role.

## 3.0 Procedural Guidance

**Part Two – Procedural Guidance.** The procedural guidance sets out the details that staff will require to carry out their duties in this particular area of work. It also sets out the specific tasks involved in undertaking this area of work and identifies who is responsible for carrying them out.

### 1. Decisions to take action

BWP supports the rights of individuals to make choices and to take risks. Any decision to take action about suspected or alleged abuse will take into account the assessment of the individual's capacity to understand the nature and extent of the abuse that is taking place and the choices and outcomes open to them.

### 2. Policy Guidance

The Nottinghamshire multi agency safeguarding adults procedure and guidance is produced by the Nottinghamshire Safeguarding Adults Board. The guidance

provided in this document is both detailed and specific, covering all aspects of raising a concern and referring and what to do after a referral and should be followed in all cases of adult abuse. All those likely to be involved with instances of abuse should make themselves familiar with the guidance.  
<https://nsab.nottinghamshire.gov.uk/media/ucfnekhr/referrersprocedures.pdf>

The considerations and responsibilities of different members of staff, volunteers and Board of Trustees are outlined in Appendix 1 to assist with processes.

### **3.1 Alerting**

It is BWP's expectation that all workers will alert their line manager to suspicion or disclosure of abuse, including financial abuse. BWP also has a **Whistle Blowing Policy** to provide reassurance to staff that they will be supported in making an allegation of abuse if that allegation is made in good faith.

Any worker who suspects or discovers abuse is expected to:

- Take any allegations seriously
- Take allegations from the alleged victim and not to pass any comments except to be comforting and empathetic
- Ensure the immediate safety and welfare of the alleged victim including consideration of urgent medical attention
- Report concerns immediately to their line manager, or in their absence any other manager in the organisation. If the alleged abuser is their line manager, they should report their concerns to another manager
- Keep a record of concerns, as they arise in a confidential file

Individual workers should not

- Confront the person they suspect of perpetrating the abuse themselves
- Start an investigation themselves
- Destroy or interfere with any evidence that may be used if there is an investigation

### **3.2 Reporting**

- Consider if there is a need for an immediate referral to the police
- Consider if there is a requirement to report the abuse to an inspection or registering body e.g. in the case of someone living in a registered care home
- Consider if there is a need for the alleged victim to move to a place of safety

In all cases staff should:

- Follow the Nottingham and Nottinghamshire Multi-Agency Adult Procedure for Raising a Concern found in Section 1
- Consider the immediate health or welfare needs of the alleged victim or any other adult at risk who might be affected

- Inform the line manager, who will in turn inform the OSL who will review any safeguarding referrals in their six weekly safeguarding meeting and any referrals and their outcomes will be reported to the risk-subgroup into the board of trustees.
- Check records and other data for additional information
- Keep full records of all information received and actions taken in a confidential file

If the alleged abuser is a member of staff or volunteer of BWP, the CEO should consider whether the member of staff or volunteer should be suspended from work as part of the BWP Disciplinary procedures.

The following are the possible points of contact for making a referral:

- **Nottingham City Council**  
Health and Care Point – 0300 1310 300  
(Opening times; Monday - Friday 8.00am – 6.00pm)
- **Nottinghamshire County Council**  
Multi-Agency Safeguarding Hub (MASH) – 0300 500 80 90 (professionals only)  
(Opening times; Monday – Friday 8.00am-6.00pm. Completing the online form at <https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse>)
- Out of hours emergency referrals can be made to
  - **Nottingham City Council** on 0115 876 1000
  - **Nottinghamshire County Council** on 0300 456 4546

### **3.3 Investigation**

If the alleged incident is of a criminal nature, the investigation will be carried out by the police.

Where the alleged abuser is someone other than a BWP staff member or volunteer, and the police are not investigating, the relevant Social Services Department will undertake the investigation. The relevant Social Care Department is usually the one covering the adult at risk's usual address and which covers their particular community care group e.g. Community Mental Health Team or Community Learning Disability Team.

If the alleged perpetrator of the abuse is a member of staff or volunteer of BWP, an investigation will be carried out under the terms of the BWP Disciplinary Procedure. This may involve the member of staff or volunteer being suspended on full pay while the investigation is carried out.

If a number of agencies are involved, the Multi-Agency Safeguarding Hub will coordinate the investigation

### **3.4 Carrying out an investigation under the BWP Disciplinary Procedures**

The CEO who takes on the role of Investigator in the Disciplinary process should consider the following points:

- The adult at risk should be visited within normally 3 working days of the concerns being raised
- The wishes of the adult at risk should be determined and they should be kept informed of the progress of the investigation and offered support from an individual or organisation outside BWP as necessary
- Acknowledging to the person who alerted the CEO that their concerns are being responded to and feeding back the outcome of the investigation
- Fairness to the person/people against whom the allegations were made

#### ***Disclosures or suspicions about a staff member***

If any members of staff or services users/members of the public have concerns that an employee of BWP may be putting a child's safety or welfare at risk, they should implement the provisions of the Whistleblowing Policy.

Concerns should normally be raised with:

- The Line Manager
- Designated Safeguarding Lead
- CEO
- Trustee with Safeguarding responsibility
- Any member of the Board of Trustees

However, if the employee is not confident that any of these will deal with the concern properly, then you can raise it with the Local Authority Designated Officer (LADO) who may bring it to the attention of the organisation and ask them to investigate. Details of the LADO can be found here: <https://nscp.nottinghamshire.gov.uk/contact/>

BWP is committed to investigating any concerns as fully, quickly and confidentially as possible. Please see the Whistleblowing Policy for further advice and information.

The guidance of the Multi-Agency Safeguarding Hub should be sought during the course of the investigation if deemed necessary.

In the event of the CEO being alleged to have carried out the abuse, the role of investigator will be taken by the Chair of the Board of Trustees.

The investigation should normally be completed within 10 working days. The outcome of the investigation should be a conclusion about whether the alleged abuse is substantiated, and this will determine the outcome of the disciplinary action.

The outcome should be reported to the Multi-Agency Safeguarding Hub if deemed necessary.

## 4.0 Confidentiality and Information Sharing

### **Confidentiality**

BWP's confidentiality policy identifies that there may be times that BWP staff will need to share information with other agencies when a service user's health, safety or wellbeing is at risk.

Allegations of abuse will require sharing of information with the Multi-Agency Safeguarding Hub and probably with a range of other agencies.

#### ***4.1 Support for persons remaining in an abusive situation***

It may be that a service user does not wish action to be taken about the abuse they are experiencing or to leave the situation. So long as it is clear that they have the capacity to make this decision, support should continue to be offered, subject to a risk assessment being carried out. The Nottingham & Nottinghamshire Adult's Safeguarding Adults Procedure for Raising a Concern has guidance for such circumstances. If an adult is deemed as high risk from the Domestic Abuse Stalking and Honour Based Violence (DASH) risk assessment through the actuarial assessment or professional judgement should be referred to MARAC (multi-agency risk assessment conference):

<https://www.nottinghamshire.gov.uk/media/1503/guidance-for-raising-a-concern-and-referring-document.pdf>

Continuing to support someone in an abusive situation can be very difficult for the supporting worker and the situation will be reviewed regularly with the worker through supervision sessions and additional support will be offered to the worker if needed.

#### ***4.2 Record keeping***

It is vital that a written record of any incident or allegation of crime is made as soon as possible after the information is obtained, and made available to the referrer. Written records must reflect, as accurately as possible, what was said and done by the people initially involved in the incident either as a victim, alleged perpetrator or potential witness.

You must make an accurate record at the time, including: date, time and place of the incident; exactly what the vulnerable adult said, using their own words (their account) about the abuse and how it occurred or exactly what has been reported to you; the appearance and behaviour of the vulnerable adult; any injuries observed and the name and signature of the person making the record.

If you witnessed the incident, write down exactly what you saw. The record should be factual. However, if the record does contain your opinion, it should be clearly stated

as such. Information from another person should be clearly attributed to them

During the investigation notes must be kept of all interviews, telephone calls and other information that is gathered.

Records of alleged abuse and any investigation should not be kept in a service user's general file, in a separate section although reference should be made to another set of records if deemed necessary by a line manager. The records can be kept in a separate file so as not to be generally accessible to all members of a team.

## **5. Review**

### Review

BWP's Risk Sub-Group will review this policy annually or whenever necessary. Last reviewed: September 2021. Next to be reviewed: September 2022

## APPENDIX A

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### **ACTIONS AND CONSIDERATIONS FOR STAFF AND VOLUNTEERS IN PROTECTING ADULTS AT RISK OF HARM.**

The first priority should always be to ensure the safety and protection of vulnerable adults. To this end, it is the responsibility of all staff to act on any suspicion or evidence of abuse or neglect and to pass on their concerns to a responsible person or agency.

- In situations of immediate danger, take urgent action by calling the relevant emergency services on 999 (e.g. Police, ambulance, GP)
- Remember to have regard to your own safety. Leave the situation if it is not safe for you.
- Listen to the adult at risk and offer necessary support and reassurance.
- Issues of confidentiality must be clarified early on. For example staff or volunteers must make it clear that they will have to discuss the concerns with their line manager.
- Where an adult at risk expresses a wish for concerns not to be pursued then this should be respected wherever possible. However, decisions about whether to respect the service user's wishes must have regard to the level of risk to the individual and others, and their capacity to understand the decision in question. In some circumstances the adult at risk's wishes may be overridden in favour of considerations of safety.
- Decisions to override the adult at risk's wish not to take the matter further should if possible be the product of discussion with appropriate line management.
- Note your concerns and any information given to you or witnessed by you.
- Report concerns to the appropriate line manager.

### **REMEMBER IT IS NOT NECESSARY OR ADVISABLE FOR YOU TO SEEK EVIDENCE.**

- By supporting the vulnerable adult and carefully logging any information given to you at this stage, you will lay the foundations for an effective formal investigation.
- Understand the need not to contaminate, or to preserve evidence if a crime may have been committed.

### **DISCUSSION AND DECISION MAKING**

**Information should be shared with your line manager who must approve any actions taken and any documentation or correspondence being sent out.**

- Employees with concerns should discuss them with their line manager on the same day. If the line manager is not available, then any concerns should be discussed with the Organisational Safeguarding Lead or the Chair of the Board of Trustees.
- Volunteers with concerns should discuss these discreetly with a line manager as soon as possible after the abuse or suspicions of abuse are observed. If unavailable then any concerns should be discussed with the Organisational Safeguarding Lead.
- Concerns about colleagues should be addressed initially with the Line Manager, but if this is not possible or the concern is about the Line Manager, then any concerns should be discussed with the Organisational Safeguarding Lead.

### **TO REFER OR NOT TO REFER**

**The decision to refer or not to refer should be made by line managers in consultation with the Organisational Safeguarding Lead.**

When considering the decision as to whether to refer elsewhere (e.g. to NCC Multi-Agency Safeguarding Hub and Police) outreach workers and managers should take the following into account

- The wishes of the vulnerable adult and their right to self-determination
- The mental capacity of the vulnerable adult
- Known indicators of abuse
- Definitions of abuse
- Level of risk to this individual
- The seriousness of the abuse
- The effect of the abuse on the individual
- Level of risk to others
- The effect of the abuse on others
- Whether a criminal offence has been committed
- Whether other statutory obligations have been breached (e.g. NCSC)
- The need for others to know
- The ability of others (e.g. Police, Social Services) to make a positive contribution to the situation

**All allegations which put the Service User at Serious Risk, where a criminal offence has been committed, including theft should be reported onto the police by the OSL.**

### **ISSUES OF MENTAL CAPACITY AND CONSENT**

The consent of the adult at risk must be obtained except where:

- The adult at risk lacks the mental capacity to make a decision, and a risk assessment indicates that referral would be in their best interests
- Others may be at risk
- A crime has been committed

**INFORMATION, IF KNOWN, WHICH WILL BE REQUIRED WHEN YOU MAKE A REFERRAL OR REPORT YOUR CONCERNS:**

- Details of alleged victim – name, address, age, gender, ethnic background including principle language spoken.
- Details of service user group – over 65s, learning disability, physical disability, mental ill health, deaf, blind, substance misuse, HIV, or any other group;
- Details of GP and any known medication
- Whether the individual is aware of and has consented to the referral/report.
- The mental capacity of the individual
- If appropriate advise agency on preferred/advised method or environment when approaching the alleged victim or perpetrator.
- Details of the information gathered above including the concern, consent to refer and desired outcomes.
- Other agencies or independent service providers that the vulnerable adult is known to.
- Details of the authority/district the adult at risk is from if different to the one being reported to;
- Details of any funding arrangements;
- Person who raised the concern – friend, other service user, carer etc;
- Person who alerted;
- Location of abuse – residential care setting, vulnerable adult's own home, general hospital etc;
- Type of abuse – discriminatory, psychological, sexual, financial/material, physical, neglect and acts of omission;
- Any details you may have about historical abuse involving the adult at risk.

Also, any relevant information, for example:

- Reasons for concerns and therefore this referral
- Details of how these concerns came to light
- Specific information relating to these concerns
- Details of any arrangements which have already been made for the protection of the vulnerable adult or any immediate action taken
- Details of anyone else to whom this referral has also been made
- Details of the alleged perpetrator and if they are an adult at risk
- Details of alleged abuse and information about suspicions
- Details of any other background information
- An impression of how serious the situation might be
- Details of any other professional involved
- Details of carers and any significant family members, neighbours, friends

## **INFORMATION PASSED ON MUST BE RELEVANT, NECESSARY AND UP TO DATE**

### **CONFIRM IN WRITING INFORMATION GIVEN VERBALLY**

#### **Do's and Don'ts**

##### **Staff member or volunteer should:**

- Stay calm
- Listen patiently
- Demonstrate a sympathetic approach by acknowledging regret and concern that this has happened to them
- Reassure the person they are doing the right thing by telling you, that you are treating the information seriously and that the abuse is not their fault
- Explain what you are going to do and that you will need to share with the line manager, but not with other staff or service users. State that your line manager will also need to inform others.
- Report to relevant Manager as soon as possible
- Re-assure the person that the investigation will be conducted sensitively and with their full involvement, wherever possible
- Reassure the person that steps will be taken to support, and where appropriate, protect them in the future
- Write a factual account of what you have seen, immediately.
- Be aware of the possibility of forensic evidence if the disclose refers to a recent incident.
- Refer to BWP's 'Whistleblowing' policy or contact the Regulatory Body (CQC) if you believe that management within BWP are implicated or colluding with the alleged abuse, or not taking it seriously;
- Make a written record of what the person has told you (see Record Keeping);
- Bear in mind that you may feel the need to air your feelings about what you have reported. Your line manager will advise you about available support;
- Report any comments made about your own conduct to your line manager – do not confront the person making them.

##### **A staff member or volunteer should not:**

- Appear shocked, horrified, disgusted or angry
- Stop someone who is freely recalling significant events; allow them to share whatever is important to them;
- Press the individual for details (unless requested to do so)
- Make comments or judgements other than to show concern
- Promise to keep secrets
- Make promises you are unable to keep
- Confront the abuser
- Risk contaminating evidence
- Press the person for more details. This may invalidate any evidence.

**Discuss with the relevant manager who will:**

- Ascertain whether the situation might fall within the definitions of abuse outlined in this policy
- Consider the adult at risk's capacity to make decisions
- Ascertain whether an advocate or appropriate adult might be necessary
- Ascertain any immediate action required
- Ascertain whether an investigation is necessary in accordance with internal personnel policies and procedures
- Where abuse is suspected conclude that a referral be made to the appropriate Agency
- Refer

## **APPENDIX B**

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### **RIGHTS and RESPONSIBILITIES**

#### **Responsibilities of BWP**

- To ensure staff and volunteers are aware of the adult protection policy and are adequately trained
- To notify the appropriate agencies if abuse is identified or suspected
- To support and where possible secure the safety of individuals and ensure that all referrals to services have full information in relation to identified risk and vulnerability
- To carry out DBS checks on volunteers and employees that have access to or work with Adult's at Risk.
- To comply with the Domestic Homicide Review Statutory Guidance in the event of a death of a service user. The Community Safety Partnership are to be informed and a BWP employee take part in the DHR, see guidance below:  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/575273/DHR-Statutory-Guidance-161206.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/575273/DHR-Statutory-Guidance-161206.pdf)

#### **Responsibilities of BWP employees and volunteers**

- To be familiar with the adult protection policy and procedures
- To take appropriate action in line with the policies of BWP
- To declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct, possible resulting in dismissal

#### **Support for those who report abuse**

All those making a complaint or allegation or expressing concern, whether they be staff, service users, carers or members of the general public should be reassured that:

- They will be taken seriously
- Their comments will usually be treated confidentially, but their concerns may be shared if they or others are at significant risk
- If service users, they will be given immediate protection from the risk of reprisals or intimidation
- If Staff they will be given support and afforded protection if necessary in line with the Public Interest Disclosure Act 1998.

#### **The Adult at Risk has the right:**

- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate
- To receive information about the outcome

## **Appendix C**

### **GOOD PRACTICE**

#### **Recruitment of staff and Volunteers**

Follow BWP recruitment procedures and policies, including:

- Risk assessment of role to assess need for DBS Disclosures
- Completion of an BWP application form
- Check references thoroughly including appropriate Disclosure
- All staff and volunteers have a duty to declare any existing or subsequent convictions. Failure to do so will be regarded as gross misconduct, possibly resulting in dismissal

#### **Training**

- Familiarisation with all BWP policies and procedures during induction.

Access to the Nottingham & Nottinghamshire Multi-Agency Safeguarding Procedure for Raising a Concern which is aimed to contribute to the on-going practice development of staff, whether in the work place, or as a tool whilst undertaking qualifying courses.

Further training, dependent on nature of role, e.g.

- Risk assessment and management
- Types of abuse and recognising signs of abuse
- Keeping appropriate records
- Listening skills

#### **Management and Supervision**

It is the line manager's responsibility to clarify with the worker or volunteer their roles and responsibilities regarding their relationships with vulnerable adults with whom they may be in contact. Regular supervision for staff and volunteers will monitor the work and offer the opportunity to raise any issues.

#### **Record Keeping**

- There should be a written record of any concerns. This confidential information will be kept in a locked drawer by the appropriate person, and will be kept for as long as deemed necessary, in line with Data Protection principles. *(please refer to the BWP Confidentiality Policy)*
- All incidents should be discussed in supervision with line manager.

Records kept by paid workers about adults at risk should only include:

- Contacts made
- Referrals made, including date, time, reason and referral agency
- BWP may have specific projects that need to keep more detailed records, and these will be identified by the appropriate Manager and made known to the team.