



Adult Safeguarding Policy

1. Aims

This policy has been drawn up in recognition that there is an ever-present risk of abuse happening to vulnerable adults. It is our duty to prevent abuse and to take effective action when abuse is suspected or disclosed. Abuse is unacceptable in all circumstances.

This policy sets out the steps that The Bus Shelter Dorset (TBSD) has taken to safeguard guests who are at risk of abuse and neglect and the responsibilities of all staff, volunteers, agency workers and trustees in cases of suspected abuse or neglect.

More information about Safeguarding can be found at [Safeguarding Adults Procedures \(myzen.co.uk\)](https://myzen.co.uk).

2. Good Practice Statement

The best defence against abuse is the strength of values incorporated in TBSD culture. TBSD staff, volunteers and trustees believe that all guests are entitled to be treated with dignity, courtesy and respect regardless of their age, race, gender orientation or ability.

Safety is embedded within good sound practice and the growing ability of guests to protect themselves, make their own views and be listened to.

All guests will have a copy of this policy.

3. Vulnerable Adult

For the purposes of this policy a vulnerable adult is defined as:

- a person of 18 years and over who is, or may be eligible for 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/herself, or
- unable to protect him/herself against significant harm or exploitation.

4. Abuse

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

It is a single or repeated act or omission, occurring within a personal or close relationship where there is an expectation of trust which causes harm to a vulnerable adult.



Abuse can take many forms:

- Physical - this could be someone hitting kicking, pulling hair pinching or shaking you, or being given too much or too little medication. This could also be assault.
- Financial - This could be someone stealing from you or forcing you to pay for other people's things, or when you don't have a say in how your money is being spent. This could also be theft or fraud.
- Emotional -This could be someone calling you names, bullying you, or treating you like a child, being ignored, or blamed for things that you did not do, being shouted at or threatened.
- Sexual - This could be being touched, or forced to touch someone else, or made to have sex with someone when you don't want to. This could also be rape or sexual assault.
- Neglect - This could be if you are hungry, cold, do not have clean clothes to wear or are denied access to the things that you need.
- Discrimination - When you are treated unfairly because of your race, age, gender, gender orientation, disability, sexuality or background

5. Prevention and Risk management

TBSD employs various strategies to control the risk of abuse and target the causes and opportunities for abuse and neglect. These include:

- carrying out Disclosure and Barring Service (DBS) checks on all staff, volunteers and trustees where necessary to ensure any convictions indicated do not present a risk to the safety of guests.
- To minimise risk, if a role is not defined as regulated activity but requires an Enhanced DBS check and this check takes much longer than anticipated, in exceptional circumstances where a delay in employment or engagement may cause significant operational difficulties, the CEO may authorise an individual to commence their work in a supervised capacity. This will not apply to roles considered as working in regulated activity.
- Agency staff will be required to provide evidence that they have a satisfactory DBS disclosure that is less than 12 months old at the time of their engagement.
- All staff, volunteers and agency workers will be made aware of this policy as part of their induction process.
- All staff and volunteers will attend Adult Safeguarding training and an annual refresher course
- All visitors who will have contact with guests will be accompanied by a member of staff or a volunteer.
- Risk assessment for every guest by way of the referral and interview process before they stay at TBSD and thereafter throughout the service.



- Trustees will undergo appropriate safeguarding training.
- Safeguarding will be a standard agenda item at every business meeting of the Board of Trustees.
- The Operational Manager/On-call Manager is the Safeguarding Lead
- All staff, volunteers, agency workers and trustees will receive on-shift support from the Operational Manager/On-call Manager.
- Any member of staff, volunteer, agency worker or trustee may be alerted to the possibility of abuse.
- All staff, volunteers, agency workers and trustees are responsible for reporting concerns, disclosures or possible indications of abuse to the Operational Manager/On-call Manager.
- Information about abuse must never be withheld intentionally as failure to disclose may have an influence on the future safety of an individual.
- Disclosures and concerns should not be treated as confidential.
- One of our Trustee's is trained to Level 3 Safeguarding.

6. Reporting Procedure

- All staff/volunteers/agency workers/trustees report concerns and/or abuse to Operational Manager/On-call Manager
- Operational Manager/On-call Manager to obtain a full statement from staff/volunteer/agency worker/trustee
- Operational Manager/On-call Manager to discuss the concern with the CEO
- Operational Manager/On-call Manager will contact:
 - Adult Access - 01305 221016
email - adultaccess@dorsetcouncil.gov.uk
 - Out of hours service - 01305 858250 (evenings and weekends)
- Operational Manager/On-call Manager to liaise with and assist with multi agency approach to the safeguarding concern.
- Operational Manager/On-call Manager to update staff/volunteers and support them in the course of action.
- Operational Manager/On-call Manager to make sure that staff/volunteer can cope with the situation and support with training and counselling if necessary.
- Operational Manager/On-call Manager to continue to liaise with the relevant agency/authority, to monitor the situation and report back on a regular basis.

All staff/volunteers/agency workers/trustees will:

- Follow the reporting procedure on responding to disclosures or concerns
- Call emergency services if a vulnerable adult is in immediate danger or in need of urgent medical attention



- Take action if they suspect abuse and report any concerns to the Operational Manager/On-call Manager who has responsibility to take action.
- Keep a written record of the nature and history of any incident(s) and concerns of abuse and maintain confidentiality of such records.
- Follow the 'whistle blowing' policy if the concern is in relation to a member of the trustees, staff or volunteers.
- Co-operate fully with all safeguarding assessments and investigations, which may include attending strategy meetings and case conferences.
- Contribute to any monitoring arrangements and to future plans to safeguard the vulnerable adult from further harm.
- The Operational Manager/On-call Manager will keep an accurate and up to date record of any report of abuse for evidence.

Reviewing the policy and procedure

This policy and procedure will be reviewed annually. This will include checking telephone numbers, accuracy of personnel details, and any updates required by a change in local or national policy.

Change Record

Date Of Change	Changed By	Comments
April 2021	EM	Policy Set up
April 2022	EM	Policy reviewed
February 2023	EM	Policy reviewed
April 2024	EM & FB	Ratified and updated with new legislation effective April 2024
July 2024	Trustees	Approved by Trustees