

Policy on safeguarding vulnerable adults

1.0 Purpose of policy

- 1.1 The purpose of this policy is to ensure that vulnerable adults are safe on library premises at all times and that volunteers are aware of what to do if it appears that an adult is not safe.

2.0 Safeguarding Officers

- 2.1 Our Designated Safeguarding Officers are Ellen Butters (07901 837377) and Helen Burrows (07813 094596).

3.0 Definition

- 3.1 The definition of vulnerable adults is people who are over 18 years of age and are getting or may need help and services to live in the community. Vulnerable adults may be unable to take care of themselves and unable to protect themselves from harm or exploitation by other people.
- 3.2 This includes people with:
- learning disabilities
 - physical disabilities
 - sensory disabilities
 - mental ill health
 - brain injuries
 - a drug or alcohol dependency
 - dementia
 - who are frail due to their age.
- 3.3 Abuse is a violation of an individual's human and civil rights by any other persons(s) or group(s) of people. Abuse may be single or repeated acts. It can be any of the following:
- **Physical abuse:** for example, hitting, slapping, burning, pushing, restraining or giving the wrong medication.
 - **Psychological abuse:** including emotional abuse, threats of harm, 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, even if within a 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.

- **Domestic abuse:** incident or pattern of incidents of controlling coercive or threatening behaviour, violence or abuse by someone that can be a partner or family member, regardless of gender or sexuality.
- **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.

4.0 Procedure

4.1 In the event of becoming aware of abuse of a vulnerable adult, there are three possible courses of action:

- a. If it is an emergency, call the Police on **999**. Ensure that the Safeguarding Officer is aware and also Leicestershire County Council's Adults Customer Service Centre on 0116 305 0004 or email at adultsandcommunities@leics.gov.uk
- b. If it is **not** an emergency but a crime has been committed, call **101**. Ensure that the Safeguarding Officer is aware and also Leicestershire County Council's Adults Customer Service Centre on **0116 305 0004** or email at adultsandcommunities@leics.gov.uk
- c. If it is **not** an emergency and no crime has been committed, but it still appears to be abuse, then contact the Safeguarding Officer and Leicestershire County Council's Adults Customer Service Centre on **0116 305 0004** or email at adultsandcommunities@leics.gov.uk

4.2 If you are unsure, contact Leicestershire County Council's Adults Customer Service Centre on **0116 305 0004** or email at adultsandcommunities@leics.gov.uk

5.0 Do's and don'ts

5.1 Regardless of which course of action you are taking, have due regard for the following.

5.2 **Do** make sure that the person being abused is safe. This may mean taking reasonable steps to ensure that the adult is in no immediate danger and seeking medical treatment if required as a matter of urgency.

5.3 Do **not** discuss the allegation of abuse with the alleged perpetrator.

5.4 If the allegation is about a volunteer (or member of the management committee) **do** follow the Complaints policy.

5.5 **Do** record details of the allegation as soon as possible, somewhere that can be kept secure. It is helpful to have as much of the following information as possible, although lack of any of it should not delay your response to the incident:

- The name of the adult
- Date of birth and age
- Address and telephone number
- Why the adult is considered at risk/or is being abused
- Whether consent has been obtained for the referral, and if not the reasons e.g. the person lacks mental capacity or there is an over-riding public interest (e.g. where other adults are at risk)
- Whether there are any concerns or doubts about the mental capacity of the person
- Whether the police are aware of the allegation, and whether a police investigation is under way.

5.6 Do **not** discuss the allegation of abuse with the alleged perpetrator or, if possible, the victim.

6.0 Further information

6.1 Additional contact numbers can be found in Appendix 1 to this policy.

Approved by Library Management Committee: September 2024

Review Date: September 2025

Appendix 1

Advice and Information on safeguarding adults

ACTION ON ELDER ABUSE: www.elderabuse.org.uk

Tel: 020 8764 7648

Helpline: 0808 808 8141 (Monday to Friday 10.00 am to 4.30 p.m.)

ANN CRAFT TRUST

A national association working with staff in the interests of people with learning disabilities who may be at risk from abuse: www.anncrafttrust.org

Tel: 0115 9515400

PUBLIC CONCERN AT WORK

Support / advice for staff about raising concerns of abuse or malpractice in their working environment.: <https://protect-advice.org.uk>

Tel: 020 3117 2520

RESPOND

A service offering psychotherapy for people with learning disabilities who have been sexually abused or who are perpetrators of sexual abuse. Also provides consultancy and training for professionals: www.respond.org.uk

Tel: 0207 3830700

Help line: 0845 606 1503 1.30 p.m. to 5.00 p.m. Mon.- Fri.

NATIONAL DOMESTIC VIOLENCE HELPLINE www.nationaldomesticviolencehelpline.org.uk

Tel: 0808 2000 247

NSPCC: www.nspcc.org.uk

Helpline: 0800 800 5000

THE SAMARITANS: www.samaritans.org

116 123 Free 08457 909090

THINK JESSICA – support with scams: www.thinkjessica.com

TRADING STANDARDS SERVICE: <https://www.leicestershire.gov.uk/business-and-consumers/trading-standards>

0116 305 8000 (for professionals only)

VICTIM SUPPORT: <https://www.victimsupport.org.uk/>

0808 148 9111