

Vulnerable Persons and Safeguarding Policy

Introduction

Interr recognises that all people regardless of age, disability, gender, race, religious beliefs or sexual orientation have an equal right to protection from all types of harm or abuse and is committed to safeguarding the welfare of vulnerable adults that we work with.

Interr Ltd believe that to deliver a truly ethical approach in delivering a service that is extremely sensitive the commitment has to permeate throughout all activity as the business as a whole. We believe that the adoption and application of the right policies, standards and approach will deliver an ethical approach in a practical way.

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, agents, contractors, suppliers, external consultants, third-party representatives and business partners.

A vulnerable adult can be anyone over the age of 18, who has a physical or sensory impairment, learning disability or a mental health problem and who may be unable to protect themselves from harm or abuse. Elderly, frail or confused older people are also classed as vulnerable adults.

The aim

- To stop abuse or neglect wherever possible.
- Prevent harm and reduce the risk of abuse or neglect to adults with care and support needs.
- Safeguard adults in a way that supports them in making choices and having control about how they want to live.
- Promote an approach that concentrates on improving life for the adults concerned.
- Raise public awareness so that communities as a whole, alongside professionals, play their part in identifying and preventing abuse and neglect.

Our commitment

- Promoting the rights of all people to live free from abuse and coercion;
- Work in a way that promotes safety and well-being and can prevent abuse;
- Ensuring the safety and well-being of people who do not have the capacity to decide how they want to respond to abuse that they are experiencing;
- Supporting and promoting the freedom, well-being and dignity of the person who has or is experiencing abuse;
- Stopping that abuse occurring;
- Working in partnership with people & relevant agencies to prevent or respond to abuse;
- Having a culture where people feel able to speak up if they are experiencing or have observed abuse and are confident that their concerns will be listened to and acted upon;
- Taking action to learn when abuse has occurred and to reducing the risk of reoccurrence.

Safeguarding

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and the Company working together to prevent and stop both the risks and experience of abuse or neglect while at the same time making sure that the adult's well-being is promoted including, where appropriate having regard to their views, wishes, feelings, and beliefs in deciding on any action.

All safeguarding of vulnerable adults should be based on:

- The empowerment of adults underpins all safeguarding adults work.
- The focus of safeguarding adults should always be to identify and endeavour to meet the desired outcomes of the adult.
- Every person has a right to live a life free from abuse, neglect and fear.
- Safeguarding adults is everyone's business and responsibility.
- There is zero tolerance to the abuse of adults.

- All reports of abuse will be treated seriously.
- Every person should be able to access information about how to gain safety from abuse and violence and neglect.

Abuse

“Abuse is the harming of an individual, usually by someone who is in a position of power, trust or authority over that individual. There are a number of different types of abuse (the below list is not exhaustive).

- Physical Abuse includes slapping, hitting, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.
- Sexual Abuse includes rape and sexual assault, or sexual acts to which the vulnerable person has not consented, or could not consent, or into which they were compelled to consent.
- Female Genital Mutilation (FGM) involves procedures that intentionally alter or injure female genitalorgans for non-medical reasons.
- Psychological Abuse includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation, or withdrawal from services or supportive networks.
- Forced Marriage is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will.
- Human Trafficking is run like a business with the supply of people and services to a customer, all for the purpose of making a profit. Traffickers exploit the social, cultural or financial vulnerability of the victim and place huge financial and ethical obligations on them.
- Modern Slavery - slavery, servitude and forced or compulsory labour.
- Financial or Material Abuse includes theft, fraud, exploitation; pressure in connection with wills, property, inheritance or financial transactions; or the misuse or misappropriation of property, possessions or benefits.
- Institutional Abuse may occur within residential care and/or acute settings including nursing homes, acute hospitals, and any other in-patient settings and may involve, for example, poor standards of care, rigid routines or inadequate responses to complex needs.
- Neglect and Acts of Omission include ignoring medical or physical care needs, failure to provide access to appropriate health, social or educational services, the withholding of the necessities of life such as medication, adequate nutrition and/or heating.
- Discriminatory Abuse includes ageism, racism, sexism, based on a person’s disability and other forms of harassment, slurs or similar treatment.
- Radicalisation is comparable to other forms of exploitation, such as grooming and Child Sexual Exploitation. The aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause.
- Institutional abuse may occur within residential care and acute settings including nursing homes, acute hospitals and any other inpatient settings, and may involve poor standards of care, rigid routines and inadequate responses to complex needs.

Responsibilities

Interr Ltd has a zero-tolerance approach to any form of abuse or mistreatment of any human beings. You are required to avoid any activity that might lead to, or suggest, a breach of this policy. You must notify your manager or the Human Resources Department as soon as possible if you believe or suspect there may be a case of vulnerable adult within our company or our client sites or any parts of our business or the supply chains of any supplier tier at the earliest possible stage. If you are unsure about whether a particular act, the treatment of workers more generally, or their working conditions within any tier of our supply chain constitutes to breaches of safeguarding, raise it with your manager or the Human Resources Department. We aim to encourage openness and will support anyone who raises genuine concerns in good faith under this policy and we are committed to ensuring no one suffers any detrimental treatment as a result of reporting in good faith their suspicions.

Due to the diversity of the factors that can contribute to the level of someone’s vulnerability, there will not be one approach that can be adopted to fit each circumstance.

If anyone has a concern about abuse or neglect of a vulnerable person, they should report it to one of Interr’s Mental Health First Aiders, or their line managers or HR.

If you have concerns or someone tells you of being or have been abused:

What to do

- Stay calm and listen
- Be objective
- Empathise
- Take them seriously and offer support
- Keep them safe if necessary
- Make a written record of what you have been told, note the time and date
- Preserve any evidence

What not to do

- Do not promise to keep secrets
- Do not ask investigative questions or make judgmental comments
- Do not use leading questions
- Do not destroy any evidence
- Do not confront the alleged abuser
- Do not make decisions on your own

Immediate action

Immediate action may be necessary at any stage in involvement with Vulnerable Adults.

- If emergency medical attention is required this can be secured by calling an ambulance (dial 999) or taking a Vulnerable Adult to the nearest Accident and Emergency Department.
- If a adult is in immediate danger the police should be contacted (dial 999) as they alone have the power to remove a adult immediately if protection is necessary, via their powers to use Police Protection.

Record keeping

Concerns raised about suspected abuse of a vulnerable adult, will be recorded and stored in accordance with confidentiality, Data Protection guidelines and similar good practice guidance, by the human resources department. Records must include: the nature of the concern, date, time, any specific action made. Where incidents or allegations involve investigative actions, the HR department will store detailed records.

Allegations, investigations and breaches of this policy

All complaints, allegations or concerns should be made to one of the Mental Health First Aiders, or their line managers or the HR department. Where on investigation, a complaint or allegation is upheld against a staff member, the disciplinary procedures will apply. If a criminal act against a vulnerable person is suspected, it may be necessary to involve the police in taking further actions. At this stage, both the vulnerable adult and the other party will be informed and made fully aware of their rights and any support available to them. We reserve the right to terminate our relationships with individuals (dismissals under misconduct or gross misconduct) and/or organisation in our supply chain if they breach this policy or act in such way that involves mistreatment or abuse of any people based on the above in this policy.

Policy Review

This policy may be amended by Interr at any time in order to take into account changes in legislation and best practice. This policy was last reviewed and agreed by the Board and seeks to be reviewed and updated annually. Any queries arising regarding this policy should be addressed to Mick Tabori.



Mick Tabori - CEO
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