

YogaMobility Safeguarding Policy

Statement

YogaMobility believes it is every adult's right to live free from abuse in accordance with the principles of respect, dignity, autonomy, privacy and equity.

YogaMobility provides a service to people who may be considered vulnerable and acknowledges its duty to ensure the welfare and protection of anyone who accesses our services and to respond appropriately to any allegations, reports or suspicions of abuse. We believe that the protection of vulnerable adults from harm and abuse is everybody's responsibility and the aim of this policy is to ensure that all trustees, tutors and volunteers act appropriately in response to any concern around adult abuse.

Definition

Under the Social Services and Well-being (Wales) Act 2014 an adult at risk is defined as one *"who (a) is experiencing or is at risk of abuse or neglect, (b) has needs for care and support (whether or not the authority is meeting any of those needs) and, (c) as a result is unable to protect himself or herself against the abuse or neglect or the risk of it"* (S.126 (1)).

A *"duty to report"* is imposed on partner agencies where there is reasonable cause to suspect that an adult may be at risk (S.128).

Awareness of Harm and Abuse

Harm can be caused by accidents, deliberate abuse (physical, sexual, emotional, financial), neglect (deliberate or not) or factors such as bullying, prejudicial attitudes or a failure to enable someone to participate in activities that are open to most of their peers.

All incidents of harm to anyone involved in our service will require an appropriate response to safeguard the individual (s), to reduce risks and to improve our service. This may include referrals to social services, the police, other professional bodies and the Disclosure and Barring Service (DBS) where appropriate.

Safer recruitment

YogaMobility is committed to safer recruitment policies and practices for paid workers, trustees and volunteers. This may include DBS checks for tutors, volunteers and where appropriate trustees and ensuring references are taken up. Adequate training on safeguarding adults will be provided. We will work within the current legal framework for reporting staff or volunteers that are abusers and will review our recruitment procedures in response to changes in legislation and systems external to our organisation e.g. the Disclosure and Barring Service.

Service users will be encouraged to become involved with the running of the organisation. Information will be available about abuse and the complaints policy and Safeguarding Adults policy will be available to service users and their carers/families.

Volunteers

All volunteer roles will be supported and volunteer roles which would be regarded as a regulated activity, will be appropriately supervised and subject to a DBS check. Volunteers will receive training on safeguarding adults and a copy of the Safeguarding Policy.

Volunteers, as well as paid staff, will adhere to the Code of Conduct at all times as a representative of YogaMobility.

Reporting concerns

We support and encourage all service users, volunteers and staff to speak up where they have

- a **concern** - a worry, issue or doubt about practice or treatment of a service user or colleague, or their circumstances.
- a **disclosure** - information about a person at risk of or suffering from significant harm).
- an **allegation** - the possibility that a volunteer or staff member could cause harm to a person in their care.

In the first instance they should speak with a tutor or a trustee.

We prefer our service users, volunteers and tutors to use internal processes whenever possible to make a report. However this does not prevent them from making a report or referral to e.g. Social Services in their own right as a private individual. We request that they then report this to our tutors or trustees.

YogaMobility acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- Reassure the person concerned
- Listen to what they are saying
- Record what you have been told/witnessed as soon as possible
- Remain calm and do not show shock or disbelief
- Tell them that the information will be treated seriously
- Don't start to investigate or ask detailed or probing questions
- Don't promise to keep it a secret.

If you witness abuse or abuse has just taken place the priorities will be:

- To call an ambulance if required
- To call the police if a crime has been committed
- To preserve evidence
- To keep yourself, staff, volunteers and service users safe
- To inform the tutors and/or trustees
- To record what happened.

How a concern, allegation or disclosure will be handled

Where there is risk of harm to our service users, volunteers or staff, the trustees and tutors are empowered to act accordingly.

- to log all conversations regarding the issue
- to sign and request signatures on reports and statements
- to seek advice from expert sources
- to share concerns with the Board of Trustees
- to share concerns and make referrals to external agencies such as Social Services or the Police as appropriate to the circumstances
- to make a referral to the Disclosure and Barring Service regarding staff or volunteers in regulated activity whose conduct is harmful to service users (the referral to the DBS referral service will come from the Chair) and when they are removed from regulated activity.

Confidentiality: All reports and logs will be kept securely and confidential according to our data protection policy and confidentiality statement, until or unless it is necessary to share this material with the agencies named above. Information will be shared on a “need-to-know” basis only.

Confidentiality and Data Protection Statement

Data Protection: Our organisation in the course of its activities will collect, store and process any personal data, in accordance with the General Data Protection Regulation. We are committed to treating any personal information that we hold as confidential, which means that all access to information is on a need to know and properly authorised basis. Our staff and volunteers will use only the information they have been authorised to use and for purposes that have been authorised. For further details please see our Data Privacy Notice.

Confidentiality and adults: In law, it is assumed that adults are capable of giving or withholding consent. If we believe that an adult is at risk of harm and may need protection, we must consider if they are capable of giving consent and, if so, we must seek their consent before taking any action, which may include a referral to social services or the police.

There are some exceptions to this rule where we do not need their consent to act:

- Where there is a duty to act (e.g. a crime may have taken place); or
- When it is in the public interest to act e.g. another person or people, child or adult, are put at risk; or
- When it is suspected that they may be under the undue influence of someone else.

We would prefer to take any action with the adult’s knowledge and agreement, although this may not always be possible. We will keep them informed about any procedures and remain available to support them throughout.