



PAMODZI CREATIVES

SAFE-GUARDING POLICY DOCUMENT -

VULNERABLE ADULTS

Safeguarding Lead: Roni Edwards, Director

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INTRODUCTION

This is the Safeguarding Vulnerable Adults Policy for **Pamodzi Creatives**, which will be followed by all the members of this organisation.

Pamodzi Creatives is a Community Interest Company.

The policy is a statement of our intent that we are committed to safeguarding any vulnerable person from harm who is involved in Pamodzi Creatives and its activities.

¹"A vulnerable adult aged 18 years or over; Who may be in need of 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 or herself, or unable to protect him or herself against significant harm or exploitation."

This policy sets out the roles and responsibilities of Pamodzi Creatives in working together with other professionals and agencies to ensure a commitment to a safeguarding culture within the Organisation. Pamodzi Creatives work within the Portsmouth Safeguarding Adults Board policy and procedures, following guidance from these organisations and from the Government.

The policy will ensure that the actions of any adult in the context of the work carried out by Pamodzi Creatives are transparent, safe and that the welfare of all vulnerable adults in Pamodzi Creatives is paramount. All will have the same protection regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity. We are committed to anti-discriminatory practice.

This policy will be reviewed on an annual basis (or more frequently should that be required) by the Non-Executive Board , the Safeguarding Lead and all other necessary persons.

¹ <https://www.england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide.pdf>



PAMODZI CREATIVES

SAFE-GUARDING POLICY DOCUMENT -

VULNERABLE ADULTS

SAFEGUARDING VULNERABLE ADULTS - DEFINING ABUSE, SIGNS AND SYMPTOMS

Abuse and neglect are forms of maltreatment of an adult. Somebody may abuse or neglect an adult by inflicting harm, or by failing to act to prevent harm. Vulnerable adults may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults.

A vulnerable adult can be put at risk of harm through a variety of actions, inadequate policies, procedures and failures to act. Abuse can take the form of:-

Physical Abuse - Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a Vulnerable Adult.

Psychological Abuse - Including in this are, emotional abuse, threats, deprivation of contact, humiliation, intimidation, coercion, verbal abuse, isolation or withdrawal from services.

Sexual Abuse - Sexual abuse involves forcing or enticing a vulnerable adult or vulnerable adults to take part in sexual activities, whether or not the vulnerable adult is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving vulnerable adults in looking at, or in the production of, sexual online images, watching sexual activities, or encouraging Vulnerable Adults to behave in sexually inappropriate ways.

Neglect - Ignoring medical or physical care needs, withholding of medication, nutrition and failure to provide access to appropriate health, social care or educational services.

Individuals within Pamodzi Creatives need to be alert to the potential abuse of vulnerable adults both within their families and also from other sources including abuse by members of the organisation itself.

The organisation should know how to recognise and act upon indicators of abuse or potential abuse involving vulnerable adults. There is an expected responsibility for all members of the organisation to respond to any suspected or actual abuse of a child in accordance with the procedures outlined in this policy.

All events run by Pamodzi Creatives will have its own risk assessment. Any safeguarding potential risks are assessed and mitigated as early as possible.



PAMODZI CREATIVES

SAFE-GUARDING POLICY DOCUMENT -

VULNERABLE ADULTS

CODE OF CONDUCT (including expectations)

The Non-Executive Board , contracted staff and volunteers will all follow the basic care guidelines set out in this policy and will adhere to the expectations outlined by Pamodzi Creatives as stated in this policy.

In recognition that both past and future projects may involve vulnerable adults, the following outlines the behaviours expected of all those in association with Pamodzi Creatives. This applies to the Non-Executive Board , contracted staff and volunteers.

All those in association with Pamodzi Creatives **must**:

- ✓ Treat all people with respect
- ✓ Treat all information and data (including photographs and video footage) pertaining to a vulnerable adults with sensitivity
- ✓ Be sensitive to the needs of others
- ✓ Respect people's right to personal privacy
- ✓ Encourage people to feel comfortable and be willing to challenge behaviours and attitudes which are inappropriate in a caring and supportive way
- ✓ Remember that someone else may misinterpret your actions, no matter how well intentioned, and be prepared to be humble
- ✓ Be aware that physical contact can be misinterpreted whether initiated by a vulnerable adult or otherwise
- ✓ Recognise that special caution is required when discussing sensitive issues with vulnerable adults
- ✓ Challenge unacceptable behaviour and report all allegations/suspensions of abuse to the relevant Safeguarding Lead
- ✓ Operate with the guidelines and procedures outlined in this policy in the event of a disclosure or safeguarding concern



PAMODZI CREATIVES

SAFE-GUARDING POLICY DOCUMENT -

VULNERABLE ADULTS

All those in association with Pamodzi Creatives **must not**:

- ✗ Act in a manner that excludes those that you are working with
- ✗ Make suggestive or derogatory remarks towards or in front of vulnerable adults
- ✗ Have inappropriate physical or verbal contact with a vulnerable adult
- ✗ Be under the influence of alcohol or other substances when engaging in work with Pamodzi Creatives
- ✗ Take photographs of vulnerable adults without signed consent/permission from the relevant people(s) or for purposes other than that outlined in the project brief
- ✗ Allow your own priorities to compromise the care, happiness or well-being of vulnerable adults
- ✗ Jump to conclusions about others without first checking the facts
- ✗ Either exaggerate or trivialise abuse

COMPLAINTS PROCEDURE

In the instance of a breach of the code of conduct, this should be reported to the Director and Lead Contact, Roni Edwards, or member of the Non-Executive Board .

Pamodzi Creatives is committed to creating a safe and comfortable place of work where every contracted staff member or volunteer feels able to report any complaints or safeguarding concerns regarding their colleagues. This policy outlines that whistleblowing

will remain confidential and promises that any allegations will be taken seriously and will be investigated.

ALLEGATIONS AND SAFEGUARDING CONCERNS

Non-Executive Board , contracted staff and volunteers should be aware of the signs of abuse as set out in this policy and should deal with any allegation of abuse, concerns about a vulnerable adult's safety or welfare or concerns about the actions of an Non-Executive



PAMODZI CREATIVES

SAFE-GUARDING POLICY DOCUMENT -

VULNERABLE ADULTS

Board, contracted staff member or volunteer in accordance with this policy.

GUIDANCE FOR DISCLOSURES

Pamodzi Creatives recognises that a vulnerable adult may seek another person out to share information regarding their experience of abuse or neglect. It is recognised that volunteer mentors or contracted workers are the most likely to hear disclosures given their direct engagement with vulnerable adults. It is also possible that vulnerable adults may talk spontaneously either individually or in groups while you are present and you may overhear information that makes you concerned for their welfare.

It is imperative that certain formations of conversation are adhered to should such a situation arise.

The listener **must**:

- ✓ Listen to the vulnerable adult.

When a vulnerable adult wants to talk about abuse, it is imperative that you listen carefully to what they are saying without asking, prompting or leading questions.

In the event that a disclosure pertains to a third party - within Pamodzi Creatives organisation, a third party person is likely to be an unconnected observer of a mentoring session or a member of school/organisation staffing. It may also be a friend of the vulnerable adult. It is important to gather as much information as possible from this person, including their personal details (unless they wish to remain anonymous) and as much factual detail as possible about what led to their concerns. They should be advised that the information they have shared will be passed on to the school/organisation contact and that there is the potential that the information be passed onto the PCC Adult Social Care department.

- ✓ Give the person concerned time and attention
- ✓ Stay calm
- ✓ Allow the vulnerable adult to give a spontaneous account, allowing silence
- ✓ Make an accurate record of the information you have heard, taking care to record the timing, setting and the names of people present as well as what was said in the exact words used. It is good practice to ask someone why they are upset or how a



PAMODZI CREATIVES

SAFE-GUARDING POLICY DOCUMENT -

VULNERABLE ADULTS

bruise/cut was caused. Make sure to say “how did *that* happen?” as opposed to “How did *you* hurt your arm?” Notes should be made as soon as possible, preferably within one hour of the conversation with the vulnerable adult or third party. These

notes should include exactly what was said, when, and by whom without paraphrasing or embellishment. All handwritten notes should be kept even if subsequently typed. All records and reports – handwritten or otherwise – should be passed onto the Safeguarding Lead where they will be securely and confidentially kept for an indefinite period of time.

- ✓ Reassure the vulnerable adult that they have not done anything wrong
- ✓ Outline to the vulnerable adult what is going to happen next: that you will be passing this information to the Lead Contact to ensure that they can get the best help and support.
- ✓ Explain that you will need to pass this information on in order to help keep them safe.

Any reports of allegations safeguarding concerns should be passed immediately to your point of contact. Pamodzi Creatives recognises the Director, Roni Edwards, as the direct point of contact for volunteers. In the event of an emergency where the Safeguarding Lead cannot be contacted, Pamodzi Creatives advises that a volunteer mentor contact either the Police or PCC Adult Social Care on 023 92 680810 and then follow up this call with an email to the Director. Volunteers are advised to pass any safeguarding concerns onto the Safeguarding Lead, Roni Edwards, who will then pass on to the appropriate organisation contact. Volunteers may seek advice from the designated Safeguarding Lead should they require advice regarding a safeguarding concern. All of these communications should be done immediately or at the earliest convenience.

- ✓ Seek pastoral support following the disclosure if needed, however, any reports, allegations or concerns raised should not be discussed with anyone other than the designated safeguarding lead and/or points of direct contact. Volunteer mentors are not permitted to share the safeguarding concerns with anyone other than the

Director. All reports are to be kept securely and are not permitted to be shown or shared with any party unless it would aid in protecting the vulnerable adult from further harm. Pamodzi Creatives recognises that sharing stories of safeguarding issues and discussing live case studies only serves to further the harm experienced by



PAMODZI CREATIVES

SAFE-GUARDING POLICY DOCUMENT -

VULNERABLE ADULTS

the person and thus promise to ensure that sensitive information is only shared between necessary parties.

The listener **must not** :

- ✗ Ask the vulnerable adult any questions while they are disclosing, other than questions that seek clarification. The intention is to gather information, not investigate
- ✗ Interrupt the vulnerable adult or ask them to stop talking
- ✗ Make any promises or keep any secrets
- ✗ Throw away the record sheet on which was noted the time, date and contents of the disclosure
- ✗ Express extreme shock or extreme emotion in response to the disclosure while the vulnerable adult is talking
- ✗ Ask the person to repeat their account to anyone
- ✗ Pass judgement on what has been said
- ✗ Treat the vulnerable adult any differently following a disclosure
- ✗ Never push for information even if a vulnerable adult decides to stop talking.

In the event that a vulnerable adult discloses abuse to someone contracted to work or volunteer for Pamodzi Creatives, contracted workers/volunteers of Pamodzi Creatives shall: Ensure that the vulnerable adult is not at immediate risk of further abuse, and then follow the procedure outlined above.

In the event that a volunteer suspects abuse, but it has not been disclosed by the vulnerable adults, contracted workers/volunteers of Pamodzi Creatives shall:

- Report the facts as you know and understand them to your lead contact immediately including as much detail as possible.



PAMODZI CREATIVES

SAFE-GUARDING POLICY DOCUMENT -

VULNERABLE ADULTS

The lead contact will always respond to safeguarding concerns quickly and efficiently ensuring that the information is passed on to the relevant people.

Pamodzi Creatives are committed to supporting any contracted workers or volunteers who manage a disclosure.

IN AN EMERGENCY

An emergency is if you think it is unsafe for a vulnerable adult to return to their home or setting as they are at risk of immediate significant harm. If this is not the case, then please adhere to the policies and procedures outlined in 'Guidance for Disclosures.'

In the case of an emergency, all those working with and in association with Pamodzi Creatives are advised to call either PCC Adult Social Care on 023 92 680810 or to call the police directly. It is a requirement that should an emergency number be called, there is a follow up email sent to the Safeguarding Lead to identify the reasons for the emergency call out and with attached reports on the disclosure.

Where a vulnerable adult has a physical injury, it is imperative that the necessary medical help is sought. An ambulance must be called should a child need urgent medical attention.

Should Pamodzi Creatives be approached by Adult Protective Services requiring relevant documents and information, Pamodzi Creatives agrees that it shall provide any information necessary in order to help safeguard vulnerable adults.

SAFEGUARDING TRAINING

Pamodzi Creatives has a training matrix to ensure that the relevant organisation members hold current safeguarding training, DBS Disclosure and any additional training as appropriate. This is to be reviewed annually alongside this document to ensure that the safeguarding culture is maintained, adhered to and developed where necessary.

MONITORING

We will maintain and review this policy annually and consideration will be given, if necessary, to adjusting this policy to reflect any legislative changes.

Approved by Non-Executive Member:



PAMODZI CREATIVES

SAFE-GUARDING POLICY DOCUMENT - VULNERABLE ADULTS

Name : Sarah Roads

Date: 28 August 2023

Approved by Director: Roni Edwards

Signature: 

Date: 30 August 2023

Review date: 31 August 2024

