

SAFEGUARDING VULNERABLE ADULTS POLICY

This policy will enable MusicSpace to demonstrate its commitment to keeping safe the vulnerable adults with whom it works alongside. MusicSpace acknowledges its duty to act appropriately to any allegations, reports or suspicions of abuse. It is important to have the policy and procedures in place so that staff, volunteers, service users and carers and management committee can work to prevent abuse and know what to do in the event of abuse.

1. Purpose

1.1 The purpose of this policy is to:

- promote good practice and work in a way that can prevent harm, abuse and coercion occurring
- ensure that any allegations of abuse or suspicions are dealt with appropriately and the person experiencing abuse is supported
- stop that abuse occurring

1.2 The Policy and Procedures relate to the safeguarding of vulnerable adults, those aged 18 or over who:

- have needs for care and support (whether or not the local authority is meeting any of those needs) and
- are experiencing or at risk of, abuse or neglect; and
- as a result of their care and support needs are unable to protect themselves from either the risk or experience of abuse or neglect

1.3 This policy applies to all staff including paid staff, sessional therapists, volunteers, music therapy students, the board of trustees & anyone working on behalf of MusicSpace.

1.4 The Care Act 2014 replaced the Department of Health's 'No Secrets' Guidance, and set out a clear legal framework for how local authorities and other parts of the system should protect adults at risk of abuse and neglect. This policy and associated procedures are based on the **six principles of safeguarding** (set out in the Act) that underpin all adult safeguarding work.

Empowerment "I am consulted about the outcomes I want from the safeguarding process and these directly inform what happens"

Prevention "I am provided with easily understood information about what abuse is, how to recognise the signs and what I can do to seek help"

Proportionate "I am confident that the professionals will work in my interest and only get involved as much as needed"

Protection "I am provided with help and support to report abuse. I am supported to take part in the safeguarding process to the extent to which I want and to which I am able"

Partnership "I am confident that information will be appropriately shared in a way that takes into account its personal and sensitive nature. I am confident that agencies will work together to find the most effective responses for my own situation"

Accountable "I am clear about the roles and responsibilities of all those involved in the solution to the problem"

Making Safeguarding Personal (2014) is guidance which aims to ensure that safeguarding is person-led and outcome-focused.

In addition, MusicSpace will take into account the relevant legislation:

- Domestic Abuse Act 2021
- Human Rights Act 1998

2. Implementation

2.1. In order to implement the policy MusicSpace will:

- a) promote the freedom and dignity of the person who has or is experiencing abuse
- b) promote the rights of all people to live free from abuse and coercion
- c) ensure the safety and well-being of people who do not have the capacity¹ to decide how they want to respond to abuse that they are experiencing
- d) manage services in a way which promotes safety and prevents abuse
- e) recruit staff and volunteers safely, ensuring all necessary checks are made
- f) provide effective management for staff and volunteers through supervision, support and training

2.2 In addition, MusicSpace will:

- a) ensure that all trustees, staff, volunteers, are familiar with this policy and procedures
- b) work with other agencies within the framework of the Bristol Safeguarding Adults Board Policy and Procedures (or other Local Authority, as appropriate)
- c) act within its confidentiality policy and will usually gain permission from service users before sharing information about them with another agency
- d) inform service users that where a person is in danger or at risk, or a crime has been committed then a decision may be taken to pass information to an agency with Safeguarding responsibilities (i.e. the Local Authority Adult Social Care or Police) without the service user's consent
- e) pass information to Adult Social Care when more than one person is at risk. For example, if the concern relates to a worker, volunteer or organisation who provides a service to vulnerable adults
- f) will make a referral to Adult Social Care as appropriate
- g) will keep up to date with national developments relating to preventing abuse and welfare of adults
- h) will ensure that the Designated Named Person understands their responsibility to refer incidents of adult abuse to the relevant statutory agencies as set out in the local Safeguarding Policy.

The Designated Named Person for Safeguarding Adults in MusicSpace is **Michele Scott, Director of MusicSpace T: 0117 9531731 E: director@musicSPACE.org**

They should be contacted for support and advice on implementing this policy and procedures.

This policy should be read in conjunction with: **Safeguarding Adults Multi–Agency Policy June 2019**, which applies across BANES, Bristol City, North Somerset, South Gloucestershire, and Somerset and **BSAB Guidance for Working with Adults at Risk** which are available at: <https://bristolsafeguarding.org/adults>

3. Introduction

MusicSpace provides a music therapy service to people of all ages in Bristol and the surrounding area. These procedures have been designed to ensure the welfare and protection of any adult who accesses services provided by MusicSpace. The procedures recognise that adult abuse can be a difficult subject for workers to deal with. MusicSpace is committed to the belief that the protection of vulnerable adults from harm and abuse is everybody's responsibility and the aim of these procedures is to ensure that all managers, trustees of the

¹ The presumption in the Mental Capacity Act 2005 (MCA) is that adults have the mental capacity to make informed choices about their own safety and how they live their lives

organisation, management committee members, staff and volunteers act appropriately in response to any concern around adult abuse.

For services provided outside BANES, Bristol City, North Somerset, South Gloucestershire, and Somerset, MusicSpace will work within the policy and procedure framework of the Local Authority where the service is being delivered.

4. Preventing abuse

MusicSpace is committed to putting in place safeguards and measures to reduce the likelihood of abuse taking place within the services it offers and that all those involved within MusicSpace will be treated with respect.

4.1 This policy therefore needs to be read in conjunction with the following policies:

- a) Equality and Diversity
- b) Volunteers
- c) Complaints
- d) Whistle Blowing
- e) Confidentiality
- f) Disciplinary and Grievance
- g) UK GDPR
- h) Recruitment and Selection
- i) Training and Development

MusicSpace is committed to safer recruitment policies and practices for paid staff, trustees and volunteers. This will include DBS enhanced disclosures for staff and volunteers, ensuring references are taken up and the provision of adequate training on Safeguarding Adults.

4.2 In exercising its responsibility towards safeguarding and promoting the welfare of vulnerable adults, MusicSpace will ensure that:

- a) all staff (including trustees and volunteers) working or in contact with vulnerable adults participate regularly in relevant training tailored towards their individual roles
- b) therapists are kept up to date with changes in statutory requirements
- c) staff will be made aware that local safeguarding procedures can be accessed on the internet at <https://bristolsafeguarding.org/adults/> (Bristol Adult Safeguarding Board)
- d) training helps staff, volunteers and trustees understand both their own roles and responsibilities and those of other professionals and organisations for safeguarding and promoting the welfare of vulnerable adults
- e) training enhances staff awareness of race, culture and disability and the impact they have on family life
Training needs to be updated every three years. MusicSpace will ensure that the training meets the requirements of statutory guidance. Appropriate documentation will record what training

All MusicSpace Trustees must undertake Safeguarding for Trustees in their first year. Safeguarding updates will be undertaken every 3 years.

MusicSpace does not currently use volunteers in client contact roles.

The organisation will work within the current legal framework for reporting staff, trustees or volunteers suspected of abuse.

The Complaints policy and Safeguarding Adults policy statement will be available to service users and their carers/families.

5. Recognising the signs and symptoms of abuse

MusicSpace is committed to ensuring that all staff, the trustees and volunteers undertake training to gain a basic awareness of signs and symptoms of abuse. MusicSpace will ensure that the Designated Named Person (Michele Scott) and other members of staff, trustees and volunteers have access to training around Safeguarding Adults.

The Care Act's statutory guidance lists 10 types of abuse. These are:

- a) **Physical abuse** e.g. hitting, slapping, punching, burning, misuse of medication, inappropriate restraint
- b) **Domestic abuse** e.g. any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse
- c) **Sexual abuse** e.g. rape, indecent assault, inappropriate touching, exposure to pornographic material, sexual teasing, denial of a sexual life to consenting adults
- d) **Psychological / emotional abuse** e.g. belittling, name calling, threats of harm, intimidation, isolation, denial of dignity, deprivation of social contact or deliberate isolation
- e) **Financial or material abuse** e.g. including stealing, selling assets, fraud, misuse or misappropriation of property, possessions or benefits, internet scamming
- f) **Modern slavery** e.g. human trafficking, forced labour and domestic servitude
- g) **Discriminatory abuse** e.g. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as the protected characteristics under the Equality Act 2010). Denying access to communication aids, interpreter, signer, or lip reader
- h) **Organisational or institutional abuse** e.g. regimented routines and cultures, unsafe practices, lack of person-centred care or treatment, misuse of medication
- i) **Neglect and acts of omission** e.g. including withholding the necessities of life such as medication, food or warmth, ignoring medical or physical care needs. Failure to provide or allow access to stimulation and activity, preventing people from making their own decisions
- j) **Self-neglect** e.g. neglecting to care for one's personal hygiene, health or surroundings, which includes behaviour such as hoarding. The inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the individual and sometimes to their community

In addition the following should be considered:

- **Harassment or bullying**
- **Hate crime** - any criminal offence motivated by hostility or prejudice based upon the victim's disability, race, religion or belief, sexual orientation or transgender identity.
- **Mate crime** - person is harmed or taken advantage of by someone they thought was their friend
- **Forced marriage** - a marriage in which one or both of the parties is married without their consent or against their will
- **Female genital mutilation** - where the female genital organs are injured or changed with no medical reason
- **PREVENT** – Preventing radicalisation to extremism

Detail of these abuses and examples of possible indicators can be found in Appendix 1 of the **Safeguarding Adults Multi – Agency Policy June 2019**

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts. People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours or people who use the same services as the person experiencing abuse.

All staff working with the person at risk must take a **Think Family** approach and establish whether there are children in the family/household, irrespective of whether they are dependent on care either from the adult at risk or the person alleged to have caused harm.

6. Designated Named Person for safeguarding adults

MusicSpace has an appointed individual who is responsible for dealing with any Safeguarding Adults concerns. In their absence, a deputy will be available for workers to consult with. The Designated Named Person for Safeguarding Adults within name of organisation is:

Name of designated person: Michele Scott

Work Telephone number: 0117 9531731

Name of deputy person: Simon Leach

Work telephone number: 0117 9531731

Should either of these named people be unavailable then trustees, staff or volunteers should contact the relevant Local Authority Adult Social Care directly (see 6 below) and inform the Designated Named Person/deputy as soon as possible.

The roles and responsibilities of the named person(s) are:

- a) to ensure that all staff including volunteers and trustees are aware of what they should do and who they should go to if they have concerns that a vulnerable adult may be experiencing, or has experienced abuse or neglect
- b) to ensure that concerns are acted on, clearly recorded and referred to an Adult Social Care Direct team or to the allocated social worker/care manager where necessary
- c) to follow up any referrals and ensure the issues have been addressed
- d) to consider any recommendations from the Safeguarding Adults process
- e) to reinforce the utmost need for confidentiality and to ensure that staff and volunteers are adhering to good practice with regard to confidentiality and security. This is because it is around the time that a person starts to challenge abuse that the risks of increasing intensity of abuse are greatest
- f) to ensure that staff and volunteers working directly with service users who have experienced abuse, or who are experiencing abuse, are well supported and receive appropriate supervision
- g) if appropriate staff or volunteers will be given support and afforded protection if necessary under the Public Interest Disclosure Act 1998: they will be dealt with in a fair and equitable manner and they will be kept informed of any action that has been taken and its outcome.

7. Responding to people who have experienced or are experiencing abuse

MusicSpace recognises that it has a duty to act on reports, or suspicions of abuse or neglect. It also acknowledges that taking action in cases of adult abuse is never easy.

How to respond if you receive an allegation:

- a) Reassure the person concerned Listen to what they are saying
- b) Record what you have been told/witnessed as soon as possible
- c) Remain calm and do not show shock or disbelief
- d) 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:

- a) To call an ambulance if required
- b) To call the police if a crime has been committed
- c) To preserve evidence
- d) To keep yourself, staff, volunteers and service users safe
- e) To inform the Designated Named Person in your organisation
- f) **To record what happened in name of place/file/log where safeguarding adults concerns will be recorded**

All situations of abuse or alleged abuse will be discussed with the Designated Named Person or their deputy. If a trustee, staff member or volunteer feels unable to raise this concern with the Designated Named Person or their

deputy then concerns can be raised directly with Adult Social Care. The alleged victim will be told that this will happen. This stage is called the alert.

If it is appropriate and there is consent from the individual, or there is a good reason to override consent, such as risk to others, a referral (alert) will be made to Adult Social Care.

If the individual experiencing abuse does not have capacity to consent a referral will be made without that person's consent, in their best interests.

The Designated Named Person may take advice at the above stage from Adult Social Care and/or the Safeguarding Adults Unit and/or other advice giving organisations such as Police.

8. Reporting a concern

This will normally be carried out by the Designated Named Person/deputy for Safeguarding Adults. However, if a member of staff or volunteer has immediate concerns about their own or someone else's safety, they must call the Police on **999**. If it isn't an emergency but help is needed fast, call the Police on **101**.

Safeguarding referral numbers for each area covered by this policy are:

Bath and North East Somerset Tel: 0300 247 0201
Bristol City Council Tel: 01179 222 700
North Somerset Council Tel: 01275 888 801
South Gloucestershire Council Tel: 01454 868 007
Somerset County Council Tel: 03001 232 224

For other areas, MusicSpace will ensure that staff or volunteers know how to access the correct number for reporting.

The reporting document in **Appendix 8** should be completed, and incident report sent to the trustee safeguarding lead.

If it is suspected that an adult in Bristol with care and support needs is being abused or neglected but their health or welfare is not in immediate danger, email Care Direct at www.bristol.gov.uk/social-care-health/report-suspected-abuse.

A Safeguarding Adults Manager (a Team Manager from Adult Services) will then decide if the safeguarding process should be instigated or if other support/services are appropriate. Feedback will be given to the person who raised the safeguarding adults alert.

If the Safeguarding Adults Manager decides the safeguarding process needs to be instigated, this will then lead to the implementation of the next stages of the Bristol Safeguarding Adults Board Multi-Agency Policy and Procedures.

The Designated Named Person will have an overview of this process so they can explain it to the person concerned and offer all relevant support to the person and process. This could be practical support e.g. providing a venue, or information and reports and emotional support.

Information should be provided to the individual. This could be about other sources of help or information that could enable them to decide what to do about their experience, enable them to recover from their experience and enable them to seek justice.

9. Managing an allegation made against member of staff, trustee or volunteer

MusicSpace will ensure that any allegations made against members or a member of staff will be dealt with swiftly.

Where a member of staff, trustee or volunteer is thought to have committed a criminal offence the police will be informed. If a crime has been witnessed the police should be contacted immediately.

The safety of the individual(s) concerned is paramount. A risk assessment must be undertaken immediately to assess the level of risk to all service users posed by the alleged perpetrator. This will include whether it is safe for them to continue in their role or any other role within the service whilst the investigation is undertaken.

The Designated Named Person will liaise with Adult Care Direct to discuss the best course of action and to ensure that the name of the organisation's disciplinary procedures are coordinated with any other enquiries taking place as part of the ongoing management of the allegation.

MusicSpace has a whistle blowing policy and staff are aware of this policy. Staff will be supported to use this policy.

10. Recording and managing confidential information

MusicSpace is committed to maintaining confidentiality wherever possible and information around Safeguarding Adults issues should be shared only with those who need to know. For further information, please see MusicSpace's confidentiality policy.

All allegations/concerns should be written on the safeguarding reporting form, sent to the Designated Named Person or, if they are not available, the Deputy Named Person or, if they are not available either, the Trustee Representative. This information should then be recorded in the safeguarding adults log by the named person who received it. The information should be factual and not based on opinions, record what the person tells you, what you have seen, and witnesses (if appropriate). The information that is recorded will be kept secure on Google Drive, in the Director's folder and will comply with data protection. It will also be emailed to the Trustee Representative, with password protection.

All information will be deleted after 7 years. This information will be secure in the organisation. Access to this information will be restricted to the Designated Named Person, the Deputy Person and the Trustee Representative.

11. Disseminating/Reviewing policy and procedures

This Safeguarding Vulnerable Adults Policy and Procedure will be clearly communicated to staff, trustees, volunteers, service users, parents and carers. The Designated Named Person will be responsible for ensuring that this is done.

The Safeguarding Vulnerable Adults Policy and Procedures will be reviewed annually by the MusicSpace Board of Trustees. The Designated Named Person for Safeguarding Adults will be involved in this process and can recommend any changes. The Designated Named Person will also ensure that any changes are clearly communicated to staff, trustees and volunteers. It may be appropriate to involve service users in the review and service users and parents/carers need to be informed of any significant changes.

This policy (and accompanying procedures) has been adopted by MusicSpace to promote the safeguarding and welfare of vulnerable adults with whom we come into professional contact. It is intended to clarify roles and responsibilities, raise awareness and reassure staff that there are clear processes in place should they have any concerns, or in the rare event that an allegation is made.

12. Monitoring and review

MusicSpace is committed to reviewing our policy and good practice annually.
The policy was created in June 2003

Signed:



Date: 23rd May 2023

Date of next review: May 2024

[Appendix 1: Responsibilities of designated officers](#)

[Appendix 2: Employee's responsibilities in noting and reporting concerns](#)

[Appendix 3: Managing concerns about or allegations made against staff or volunteers](#)

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[Appendix 6: Safer recruitment policy and procedures](#)

[Appendix 7: Online working](#)

[Appendix 8: Reporting form and procedures](#)

[Appendix 1: Responsibilities of designated officers](#)

The designated safeguarding officers will:

- Keep up to date with training and information

- Follow MusicSpace procedures for reporting concerns. Records will be made immediately noting the date, time, places and people who were present. The officers will advise the family/carers if a referral to Social Services is being made, unless this puts a vulnerable adult at further risk, for example in the case of sexual abuse
- Alert appropriate agencies and share relevant information where appropriate, including the following:
 - a) Ensure timely external reporting of incidents to charity commission and funders takes place
 - b) Ensure that individuals of concern are referred to DBS
 - c) Ensure quality assurance and annual reporting to Trustees
 - d) Escalating concerns to the Chair of Trustees in the event of a significant incident

If a concern involves a member of MusicSpace staff, trustee or volunteer, the designated officers must be informed immediately on: 0117 9531731.

If a concern involves the Director the designated member of the Board of Trustees (Kim Smith) and the chair of trustees (Debbie England) must be informed immediately - Email: kim.smith@musicSPACE.org and debbie.england@musicSPACE.org

Bristol Social Services Emergency Duty Team (out of hours) 01454 615 165

Appendix 2: Employee's responsibilities in noting and reporting concerns

2.1 Identifying concerns

All MusicSpace staff should be aware that vulnerable adults can experience more than one type of abuse: physical abuse, emotional abuse, sexual abuse, neglect. Each has its own specific warning indicators, which you should be alert to. The NHS has online information on Abuse and Neglect of Vulnerable Adults.

If a vulnerable adult is in immediate danger or is at risk of harm, you should call the police on 999

Definitions of Abuse (from the Department of Education's Keeping Children Safe in Education, 2018).

Abuse is a form of maltreatment of a vulnerable adult. Somebody may abuse or neglect a vulnerable 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 others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse.

All staff and volunteers should be aware that abuse, neglect and safeguarding issues are rarely stand-alone events that can be covered by one definition or label. In most cases, multiple issues overlap with one another.

- a) Physical abuse: a form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm. Physical harm may also be caused when a carer fabricates the symptoms of, or deliberately induces, illness in a vulnerable adult.
- b) Emotional abuse: the persistent emotional maltreatment such as to cause severe and adverse effects. It may involve conveying to a vulnerable adult that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the vulnerable adult opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may occur online. It may feature age or developmentally inappropriate expectations being imposed on vulnerable adults. These may include interactions that are beyond their developmental capability as well as overprotection and limitation of exploration and learning, or preventing them from participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyberbullying), causing them to frequently feel frightened or in danger, or the exploitation or corruption of vulnerable adults. Some level of emotional abuse is involved in all types of maltreatment of a vulnerable adult, although it may occur alone.
- c) Sexual abuse: involves forcing or enticing a vulnerable adult to take part in sexual activities, not necessarily involving a high level of violence, whether or not the adult is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving vulnerable adults in looking at, or in the production of, sexual images, watching sexual activities, encouraging them to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males; women can also commit acts of sexual abuse.
- d) Neglect: the persistent failure to meet a vulnerable adult's basic physical and/or psychological needs, likely to result in the serious impairment of their health or development. Neglect may involve a carer failing to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate care-givers); or ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, their basic emotional needs.

If you are suspicious of abuse, you should inform a designated officer.

Signs of Abuse

A list of examples of indicators of abuse is provided below. This is a list of some possible indications of abuse. The list is not exhaustive. N.B. Bear in mind that these indicators, particularly those relating to behaviour, may not be indicative of abuse. They should alert staff and volunteers to the possibility of abuse and not be taken as definitive evidence:

2.2 You should be concerned if a vulnerable adult:

- a) Has a bruise or injury which is unusual for example on a part of the body which is not normally prone to such injuries, for example, on the cheeks
- b) Has injuries which require but have not received medical attention
- c) Has cigarette burns or bite marks
- d) Has frequent minor injuries explained as accidents or with no explanation/s becoming unusually dirty or unkempt
- e) Displays unexplained changes in behaviour either over time or suddenly, for example, becoming aggressive, quiet, anxious or withdrawn
- f) Runs away, presents non-attendance or goes missing
- g) Appears not to trust certain people for example parent, carer, staff member with whom you would usually expect them to have a good relationship
- h) Displays sexually inappropriate behaviour
- i) Is being discouraged from socialising with others
- j) Shows changes to eating patterns
- k) Self-harms or attempts to self-harm

2.3 Vulnerable adults exposed to Domestic Abuse may also display the following:

- a) they may have difficulty sleeping
- b) they may complain of physical symptoms such as tummy aches
- c) they may start to wet their bed
- d) they may start to use alcohol or drugs
- e) they may also feel angry, guilty, insecure, alone, frightened, powerless or confused
- f) they may have ambivalent feelings towards both the abuser and the non-abusing carer
- g) they may mention online communication that indicates they might be being taken advantage of

2.4 In addition the following should be considered:

- Human trafficking/modern slavery/commercial exploitation/criminal exploitation
- Forced marriage - a marriage in which one or both of the parties is married without their consent or against their will
- Female genital mutilation- where the female genital organs are injured or changed with no medical reason
- PREVENT – Preventing radicalisation to extremism

2.5 You should also take into account the following:

Don't make assumptions that indicators of possible abuse such as behaviour, mood and injury relate to the person's medical condition without further investigation.

Do recognise that vulnerable adults can be more prone to peer group isolation or bullying (including prejudice-based bullying) than other people

Do be aware of the potential for vulnerable adults to be disproportionately impacted by behaviours such as bullying, without outwardly showing any signs, because of having communication barriers and difficulties in managing or reporting these challenges.

Do be aware of the potential for vulnerable adults being unable to understand the difference between fact and fiction in online content or the consequences of repeating the content/behaviours due to their level of cognitive understanding.

If you are suspicious of any kind of abuse, you should inform a designated officer.

2.6 Disclosure

You should be aware that vulnerable adults may disclose abuse in a variety of ways:

- Directly – making specific verbal statements about what’s happened to them
- Indirectly – making ambiguous verbal statements which suggest something is wrong
- Behaviourally – displaying behaviour that signals something is wrong (this may or may not be deliberate)
- Non-verbally – writing letters, drawing pictures or trying to communicate in other ways.

2.7 Helping vulnerable adults disclose abuse:

Some vulnerable adults are reluctant to seek help because they feel they don’t have anyone to turn to for support. And some may only make partial disclosures of abuse. Some vulnerable adults who have been abused may want to tell someone, but not have the exact words to do so.

MusicSpace recognises the importance of creating an environment where vulnerable adults are comfortable about speaking out if anything is worrying them. You should listen, watch and understand and respond appropriately so they get the help, support and protection they need.

2.8 Responding to disclosures

- If a vulnerable adult tells you they are experiencing abuse, it’s important to reassure them that they have done the right thing in telling you. Make sure they know that abuse is never their fault.
- Never talk to the alleged perpetrator about the disclosure. This could make things a lot worse for the vulnerable adult.
- It’s vital that any vulnerable adult who is trying to disclose abuse feels that they are being listened to and taken seriously.
- It’s important to maintain an unbiased approach when responding to disclosures.
- It’s important to keep accurate and detailed notes on any concerns you have about a vulnerable adult. You will need to share these with the Safeguarding Adults protection lead.

2.9 Making notes

It’s important to keep accurate and detailed notes on any concerns you have about a vulnerable adult. You will need to share these with your nominated Safeguarding Adults protection lead. The following must be included:

- the vulnerable adult’s details (name, age, address)
- what the vulnerable adult said or did that gave you cause for concern (if they made a verbal disclosure, write down their exact words)
- any information they have given you about the alleged abuser.

2.10 Reporting concerns

The moment a vulnerable adult has disclosed information to a MusicSpace employee which raises concerns; this information must be shared as soon as possible with one of the designated officers who will record it immediately. The designated officers are:

- Michele Scott, Director of MusicSpace, Designated Safeguarding Officer (0117 9531731)
- Kim Smith, Trustee, kim.smith@musicpace.org

- Simon Leach, Senior Music Therapist, MusicSpace Deputy Designated Safeguarding Officer

If you are working in an outreach setting e.g. Residential Home, you must inform your line manager there and adhere to that organisation's Safeguarding Policies and Procedures in addition to informing one of the three named MusicSpace officers at the earliest opportunity possible. A MusicSpace officer must be kept updated on any Safeguarding issue.

- Do not promise confidentiality.
- The designated officer will complete a MusicSpace safeguarding reporting form with as much detail and accuracy as possible and will try to establish the basic facts.
- A Safeguarding referral will be made to the relevant local Social Services:

Bristol Social Services First Response Team: 0117 903 6444;

North Somerset Safeguarding Board: 01275 888 808

South Gloucestershire Safeguarding: 01454 866000

Bath and North East Somerset Council: 01225 396111 or 01225 47 79 29

- **If a vulnerable adult is in immediate danger or is at risk of harm, you should call the police on 999, you can also seek advice at any time from the NHS helpline – 0808 808 8141.**

Appendix 3: Managing concerns about or allegations made against staff or volunteers

3. Reporting concerns

3.1 Responsible person:

Michele Scott (Director) is responsible for dealing with allegations or suspicions of abuse about members of staff or volunteers. If there is a concern about the Director, it should be reported to the safeguarding lead on the board of trustees Kim Smith or the Local Authority Designated Officer Nicola Laird

- Michele Scott: director@musicSPACE.org 0117 9531731
- Kim Smith: kim.smith@musicSPACE.org
- Local Authority Designated Officer (LADO), Nicola Laird 0117 903 7795.

3.2 Whistleblowing:

If staff or volunteers have concerns about the behaviour of others within MusicSpace but feel unable to report an incident within the organisation they can make a report to:

- Local Authority Designated Officer, Nicola Laird 0117 903 7795.
- the police
- Bristol City Council First Response Team on 0117 903 6444,
- or Emergency Duty team, out of hours 01454 615 165

3.3 Responding to concerns and allegations

We take any concerns raised about staff or volunteers seriously, regardless of who the person is or how long they've been involved with the organisation.

This procedure should be applied when there is such an allegation or concern that a person who works with vulnerable adults, has:

- Behaved in a way that has harmed (or may have harmed)a vulnerable adult;
- Possibly committed a criminal offence against or related to a vulnerable adult;
- Behaved towards vulnerable adults in a way that indicates they may pose a risk of harm to them

These behaviours should be considered within the context of the four categories of abuse (i.e. physical, sexual and emotional abuse and neglect). These include concerns relating to inappropriate relationships between members of staff and vulnerable adults.

An allegation against a member of staff may arise from a number of sources (e.g. a report from a vulnerable adult, a concern raised by another adult in the organisation, or a complaint by a carer). It may also arise in the context of the member of staff and their life outside work or at home.

3.4 Initial action by person receiving or identifying an allegation or concern

The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind. They should not:

- Investigate or ask leading questions if seeking clarification;
- Make assumptions or offer alternative explanations;
- Promise confidentiality, but give assurance that the information will only be shared on a 'need to know' basis.
- They should:
- Make a written record of the information (where possible in the adult's own words), including the time, date and place of incident/s, persons present and what was said;
- Sign and date the written record;

- Immediately report the matter to the designated senior manager, or the deputy in their absence or; where the designated senior manager is the subject of the allegation, report to the deputy or other appropriate senior manager.

3.5 Initial action by the designated senior manager

When informed of a concern or allegation, the designated senior manager should not investigate the matter or interview the member of staff, person concerned or potential witnesses.

They should:

- Obtain written details of the concern/allegation, signed and dated by the person receiving it - not the person making the allegation
- Approve and date the written detail
- Record any information about times, dates and location of incident/s and names of any potential witnesses
- Record discussions about the vulnerable adult and/or member of staff, any decisions made, and the reasons for those decisions

The allegation should then be reported immediately (within one working day of the allegation being made) to the Local Authority Designated Officer (LADO). The LADO will then take appropriate action (see Bristol City Council's Safeguarding Partnership Procedures Manual).

Any serious allegations or concerns should be reported immediately to Trustee Safeguarding lead Kim.Smith@musicpace.org and to the board of trustees as a matter of course at the next trustee meeting.

3.6 Confidentiality and support

You should make every effort to maintain the confidentiality of all parties while an allegation or concern is being investigated. Make sure everyone involved in the investigation understands this. Consider how best to support the vulnerable adults involved, their carers, and individuals who have had an allegation made against them. This includes:

- telling carers and the employee or volunteer concerned about the allegation as soon as possible (as long as this does not place vulnerable adults at further risk of harm)
- telling them how you are going to manage the allegation
- keeping everyone informed about the progress and outcomes of the case.

Appendix 4: Information sharing

MusicSpace will ensure that staff understand how to share information in a way that is both legal and ethical. The NHS has online information on Abuse and Neglect of Vulnerable Adults.

Confidentiality is a key issue in safeguarding. Whilst confidential information generally should not be shared, sometimes sharing certain information with appropriate agencies may be necessary to ensure that a vulnerable adult is protected.

Occasionally there will be a need or requirement to collect and use certain types of information on vulnerable adults. This personal information must be dealt with properly however it is collected, recorded and used – whether on paper, in a computer, or recorded on other material - and there are safeguards to ensure this in the Data Protection Act 2018.

If MusicSpace or an individual therapist holds information about individuals that is considered to be relevant and essential for other statutory agencies to carry out their statutory safeguarding responsibilities, this information will be shared with those authorities upon request, in accordance with the duty to assist laws: <https://www.scie.org.uk/key-social-care-legislation/safeguarding-adults>

Appendix 5: Safeguarding records - retention and storage policy and procedures

5.1 Recording Concerns

If anyone in MusicSpace has concerns about a vulnerable adult's welfare or safety, it's vital all relevant details are recorded. This must be done regardless of whether the concerns are shared with the police or a social worker. Keep an accurate record of:

- a) the date and time of the incident/disclosure
- b) the date and time of the report
- c) the name and role of the person to whom the concern was originally reported and their contact details
- d) the name and role of the person making the report (if this is different to the above) and their contact details
- e) the names of all parties who were involved in the incident, including any witnesses
- f) the name, age and any other relevant information about the person who is the subject of the concern (including information about their carers)
- g) what was said or done and by whom
- h) any action taken to look into the matter
- i) any further action taken (such as a referral being made)
- j) the reasons why the organisation decided not to refer those concerns to a statutory agency (if relevant)

MusicSpace trustees, staff and/or safeguarding lead will ensure that the report is factual. Any interpretation or inference drawn from what was observed, said or alleged should be clearly recorded as such. The record should always be signed and dated by the person making the report.

5.2 Storage of safeguarding records

Safeguarding records (both electronic and paper-based) will be kept confidential and stored securely. Electronic files will be password protected and stored on computers with protection against hackers and viruses. MusicSpace will follow the procedures as outlined below:

- Information about safeguarding concerns and referrals will be kept in a separate safeguarding file for each vulnerable adult. The safeguarding file will be started as soon as we become aware of any concerns.
- Safeguarding files will be kept separate from a vulnerable adult's general records. We will mark the general record to indicate that there is a separate safeguarding file.

- If we need to share records we will make sure they are kept confidential and we will use passwords and encryption when sharing electronic files.
- Members of staff who use their personal computers to make and store records will need to follow MusicSpace procedures for ensuring that the records are being stored securely.

5.3 Retention periods: safeguarding adults records

The retention period is determined by the Guidance provided by the Department of Health and Social Care:

Protection of Vulnerable Adults scheme: record retention and disposal policy

Appendix 6: Safer recruitment policy and procedures

6.1 Introduction

MusicSpace is committed to ensuring that the processes of recruiting new members of staff reflects its commitment to safeguarding and promoting the welfare of all staff and service users, including children and vulnerable adults. MusicSpace expects all trustees, staff and volunteers to share this commitment.

6.2 Policy

Where appointments are made to posts (for employees) or roles (for volunteers) working with children or vulnerable adults, MusicSpace will apply recruitment and selection procedures that identify people who are unsuited to such work. The measures described in this policy should be applied in relation to everyone who has sole responsibility for the care of children or vulnerable adults and those who regularly come into contact with them in a supporting capacity.

6.3 Aims

This policy aims to ensure the following:

- To recruit the best-suited person to the job (right skills, qualifications, experience and attitude)
- To help deter, reject or identify people who are unsuited to working with children and vulnerable adults
- To create an on-going safe and secure environment for all clients by ensuring all staff are suitably trained

6.4 Recruitment Procedures

In order to ensure safer recruitment MusicSpace will:

- a) Ensure all vacancies have a Job Description and a Person Specification which will be adhered to in the selection process
- b) For voluntary roles ensure that all vacancies have a Role Description and Person Specification
- c) All applicants will be judged only on how well they meet the requirements of the Person Specification and the relevant skills, knowledge and experience they will bring to the post
- d) All Job and Role Descriptions will reflect the Equal Opportunities policy
- e) Ensure that the organisation's commitment to safeguarding service users is clear in its advertisements
- f) Ensure that the job description makes reference to the responsibility for safeguarding and promoting the welfare of children, young people or vulnerable adults
- g) Ensure that the person specification includes specific reference to suitability to work with or near to children or vulnerable adults
- h) Identify and reject applicants who are unsuitable to work with children and young people
- i) Respond to concerns about the suitability of applicants during the recruitment process

In addition MusicSpace will:

- j) Obtain and scrutinise comprehensive information from applicants and take up and satisfactorily resolve any discrepancies or anomalies
- k) Obtain independent professional and character references that answer specific questions to help assess an applicant's suitability to work with or near children or vulnerable adults and follow up any concerns
- l) Conduct a face to face panel interview to explore the candidate's suitability to work with or near children or vulnerable adults as well as their suitability for the post
- m) Verify the successful candidate's identity
- n) Verify, where necessary, that the successful applicant has all the academic or vocational qualifications claimed
- o) Check their previous employment history and experience. Any gaps in employment history will be questioned
- p) Candidates must disclose any convictions or cautions (non-disclosure subsequently discovered may lead to dismissal)

- q) Verify that they have the health (including mental health) and physical capacity for the job. Check if the candidate is on any medication that could affect the role that they are applying for
- r) Conduct any statutorily required checks in force e.g. Enhanced DBS checks and checking barred lists
- s) Ensure all new trustees, staff and volunteers participate in an induction which includes child protection, and MusicSpace policy and procedure

Appendix 7: Addendum for online working

It is important that all staff who interact with, whether online, over the phone, or on a home visit, are vigilant and continue to look for signs that may indicate a vulnerable adult is at risk.

If there is cause for concern or a member of staff believes that a vulnerable adult is at risk the normal procedure must be followed. Where appropriate, referrals should be made to adult social care and the police if required.

All online sessions should follow the same principles of professional practice as face-to-face sessions. This includes ensuring that the technologies and programmes used are acceptable and appropriate, as well as communicating in a safe way, for example not through private social media accounts.

Any online systems used should be in line with privacy standards, data protection and GDPR requirements. Sessions must be conducted from an appropriate setting e.g. a dining room or office and away from any photographs and personal items.

Staff must ensure that they are still abiding by safeguarding requirements when they send anything to a client.

Online sessions must have a carer present.

All staff should continue to undertake safeguarding training and ensuring that their safeguarding knowledge and skills are up-to-date.

Appendix 8: Report Form

Please use the following templates to record and report an incident or disclosure and send to the appropriate authority (see policy guidelines.)

Safeguarding Incident Recording - Disclosure Form	
Your Details:	
Name:	
Job Role	
Date	
Contact Details (Phone and e-mail)	
Details of Incident/disclosure	
Date of initial raising of concern/incident	
Who raised the concern if different from above? Name Contact details (Phone and e-mail)	
Who is the vulnerable person Name Age Contact details (Phone and e-mail) Carers contact details (Phone and e- mail)	
Where did the incident occur?	
When did the incident occur? (Date and time)	
What happened?	
Were there witnesses? Yes/No	

If Yes: please provide contact details Name/s (Phone and e-mail)	
After the incident/disclosure	
Was any immediate action taken? If so, give details?	
Were there any witnesses to the referral? Name Contact details	
Who have you discussed this incident with? Name Contact details (Phone and e-mail)	
Please save this report securely and send it to: director@musicSPACE.org as a password protected document	

Guidance for handling a Disclosure or Concern

- **Take all complaints, allegations or suspicions seriously**
- **Ensure the immediate safety of the person affected**
- **Stay calm, and offer support and reassurance to the person making the disclosure**
- **Do not make any promises regarding confidentiality**
- **Listen, keep questions to a minimum, make brief but careful notes and check the person affected agrees with them (where applicable)**
- **Explain what you will do**

If the director or safeguarding lead decides that further investigation or a referral to the local authority, the following form should be used to record this.

Signed:	
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Reporting to Trustees:

Please use the following pro forma when completing the annual Safeguarding report for Trustees:

MusicSpace Safeguarding Annual Report

Trustees are responsible for ensuring that staff, volunteers and Trustees themselves are competent to carry out their responsibilities for safeguarding and promoting the welfare of children and vulnerable adults, and creating an environment where they feel able and are supported in their safeguarding role. The aim of this report is to assure Trustees that the MusicSpace Safeguarding Policies and procedures are properly implemented and that the organisation learns from any safeguarding concerns.

The time period covered for this report is 12 months to end July **2022**, for reporting to the **first Trustees meeting following this date**.

For the purpose of this report, Safeguarding includes Vulnerable Adults, and data should be provided separately for children and adults. Use NIL/Not Applicable rather than leave a blank.

As well as data, a brief, anonymous narrative should be provided where possible. Evidence should be anonymous and provided as an appendix.

Safeguarding Activity

1. Number of safeguarding concerns or allegations raised about MusicSpace, with description and outcome
2. Number of safeguarding concerns or allegations
 - i) raised directly with MusicSpace
 - ii) raised in schools/settings, but involving MusicSpace (including giving witness statements)
3. Number of referrals made by MusicSpace to statutory Local Authorities, with description
4. Number of reports made by MusicSpace, with description, to
 - i) Charity Commission
 - ii) Funders
5. Outcome each of referral
6. Outcome of each report
7. Other outcomes following concerns being raised
8. Description and evidence of any other safeguarding activity including "Near misses"
9. Description of any organisational learning, providing evidence of Action Plan, monitoring, and review
10. Number of cases open, with brief description
11. Number of cases closed, with brief description

Safeguarding Training and Supervision -Staff

- 12a. Number of staff who are up to date (Level 3, every 3 years as set out in MusicSpace Safeguarding Policies) with Safeguarding training
- 12b. Number of staff who are not up to date with Safeguarding training, with reasons
- 13a. Description of how Safeguarding is covered within Induction for new staff
- 13b. Time between new staff starting (in reporting period) and undertaking Level 3 safeguarding training

14. Description and evidence of Safeguarding Supervision arrangements for both salaried and sessional therapists providing a record of dates and attendance

15. Anonymised example of Safeguarding discussion from minutes

Safeguarding Training - Trustees

16a. Number of Trustees who are up to date (every 3 years as set out in MusicSpace Safeguarding Policies) with Safeguarding training

16b. Number of Trustees who are not up to date with Safeguarding training, with reasons

17a. Description of how Safeguarding is covered within Induction for new Trustees

17b. Time between new Trustees starting (in reporting period) and undertaking NSPCC safeguarding training for Trustees

Safeguarding Training- Volunteers

18. MusicSpace does not currently use volunteers in roles which involve contact with clients.

Any other information

19. Any other relevant information which is not covered above. e.g. trends or concerns which did not reach safeguarding thresholds

