



Appin Community Transport Service

Safeguarding & Protection Policy for Vulnerable Groups

1. Introduction	<p>Appin Community Transport Service is run by Appin Community Development Trust.</p> <p>This policy seeks to ensure that the Trust, including and its paid staff and volunteers (including Board members) recognise and understand their responsibilities with regard to the protection of vulnerable adults and that the community transport service will be fully compliant with the requirements of The Protection of Vulnerable Groups (Scotland) Act 2007.</p>
2. Definitions	<p>Safeguarding is about adopting and embedding good practice to ensure the protection of vulnerable adults. Adult Protection is about responding to circumstances that arise.</p> <p>Abuse is an act of oppression, injustice, exploitation and manipulation of power by those in a position of authority. Abuse is caused both by those inflicting harm and those who fail to act to prevent them. Abuse can take several forms, including:</p> <ul style="list-style-type: none">• physical abuse• sexual abuse• emotional abuse• bullying• neglect• financial (or material) abuse <p>A Vulnerable Adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited. In context of the Community Transport services this may include a person who:</p> <ul style="list-style-type: none">• is elderly and frail• has a mental illness including dementia• has a physical or sensory disability• has a learning disability• is a substance misuser
3. Responsibilities	<p>All paid staff and volunteers have a responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures. We expect all staff and volunteers to promote good practice by being excellent role models, contributing to discussions about safeguarding and actively involving both colleagues and clients in developing safe practices.</p>



<p>4. Policy Implementation</p>	<p>The scope of this Safeguarding & Protection Policy is broad ranging and in practice it will be implemented via a range of policies and procedures within the organisation. These include:</p> <ul style="list-style-type: none">• data protection (how records are stored and access to those records)• confidentiality (or limited confidentiality policy) ensuring that service users are aware of the staff and volunteers' duty to disclose• staff / volunteer induction• staff / volunteer training and continuing support <p>Appin Community Development Trust commits to providing PVG Disclosure Checks on all staff and volunteers whose roles bring them into contact with vulnerable adults and to maintaining the currency of these checks.</p>
<p>5. Communication , training and support for staff</p>	<p>Appin Community Development Trust commits resources for the induction and training of staff and volunteers and for on-going communications and support mechanisms in relation to protecting vulnerable adults.</p> <p>Induction of staff and volunteers will include discussion about the Safeguarding and Protection Policy, placing this in context of the relevant national policies and ensuring that new recruits understand the relevant reporting processes.</p> <p>Training: all staff and volunteers who, through their role, are in contact with vulnerable adults will have access to training in safeguarding and protection at an appropriate level. Training may be either formal or informal and may be delivered through:</p> <ul style="list-style-type: none">• driver meetings• trustee meetings• individual and/or group training <p>Communications: Appin Community Development Trust commits to</p> <ul style="list-style-type: none">• providing a clear and effective reporting procedure which encourages staff, volunteers and clients to report concerns• encouraging open discussion (e.g. during team meetings) to identify barriers to reporting so that they can be addressed• providing refresher training sessions to maintain awareness of the issues <p>Support: we recognise that involvement in situations where there is risk or actual harm can be stressful for staff and volunteers. Appin Community Development Trust commits to providing:</p> <ul style="list-style-type: none">• a fair hearing of all concerns• debriefing support so that staff and volunteers can reflect on the issues they have dealt with



	<ul style="list-style-type: none"> • providing further support as appropriate
6. Boundaries	<p>Staff and volunteers should maintain appropriate boundaries between themselves and service users. The following behaviors/activities, are to be avoided:</p> <ul style="list-style-type: none"> • use of abusive or inappropriate language • unprofessional response to inappropriate behavior/ language • use of punishment or chastisement • passing on service users' personal contact details • unnecessary disclosure of personal details to service users • accepting money as a personal gift • borrowing money from or lending money to service users
7. Reporting	<p>If a member of staff or volunteer becomes concerned about any safeguarding or protection matter, they should:</p> <ul style="list-style-type: none"> • communicate those concerns to the Co-ordinator or a Trustee • seek medical attention for the vulnerable person if needed
8. Allegations Management	<p>Appin Community Development Trust recognises its duty to explore and assess any allegations made by service users or others against a member of its staff or volunteer worker. The process for dealing with an allegation is as follows:</p> <ol style="list-style-type: none"> members of staff or volunteers are required to report and record in writing any allegation of failure to safeguard or protect a vulnerable adult the report and record should be passed to the Co-ordinator or a Trustee as appropriate if the allegation cannot be resolved internally Appin Community Development Trust recognises its legal duty to report any concerns about unsafe practice to Disclosure Scotland.
9. Monitoring	<p>Appin Community Development Trust will monitor the following to ensure compliance with the policies set out above:</p> <ul style="list-style-type: none"> • recruitment practices are safe • PVG checks are undertaken • references are taken for new staff • records are made and kept of training sessions • concerns are being reported and actioned • policies are kept up to date and relevant



	<ul style="list-style-type: none">• a Trustee is designated to have oversight of safeguarding and protection matters
10. Related Policies	Information will be gathered, recorded and stored in accordance with the following policies: Data Protection Policy; Confidentiality Policy. Staff and volunteers will be recruited in accordance with the Staff / Volunteer Recruitment Policy
11. Complaints	Any complaints received in respect of the safety of vulnerable adults will be reviewed by the coordinator and notified to the Trustees with whom appropriate action will be agreed.
12. Communicating and reviewing the policy	Appin Community Development Trust will make clients aware of the Safeguarding & Protection Policy through a statement to clients. This policy will be reviewed by the Trustees every five years and when there are changes in legislation.

Signed:

Bob Cornish
Chairman
Appin Community Development Trust
June 2017